

Job Description

Post title: Admissions Coordinator

Date last updated/evaluated: July 2026

Author: Head of Admissions Operations

School / Department:	Global Recruitment, Admissions and Marketing
Faculty / Directorate:	Student Experience Directorate
Job Family:	Management, Specialist and Administrative (MSA)
Grade:	Level 2b
Post reporting to:	Admissions Supervisor
Post line report(s):	No line management responsibility
Post base location:	Campus

Job purpose: To efficiently and accurately assess applications for a portfolio of undergraduate and/or taught postgraduate programmes against established selection criteria, applying University policies, procedures and regulations to make, record and communicate admissions and related decisions, including fee status classification where appropriate. The role is responsible for delivering a range of admissions activities requiring detailed procedural knowledge, sound judgement and the consistent interpretation of policies and guidance. Working collaboratively with academic and professional services colleagues, the post holder will manage applicant communications, coordinate interviews where required, and contribute to a high-quality applicant experience. Within established procedures, the post holder is expected to use initiative, prioritise workloads, adapt to individual case requirements and resolve routine issues independently. As an ambassador for the University, the role promotes its programmes through professional, accurate and customer-focused engagement with applicants and stakeholders.

Key accountabilities and indicative time allocation:

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| 1. | 50% | To apply a good working knowledge of the University's policies and processes, and the relevant programme selection criteria, in order to make accurate and efficient admission and other (for example, fees classification) decisions on applications for a portfolio of programmes. To make recommendations as to how processes may be improved in support of the applicant experience. |
| 2. | 15% | To respond accurately and in a timely manner to enquiries from applicants and their supporters and from other internal and external stakeholders. To contact applicants or their supporters in order to obtain necessary information to inform the admission or other decision on their application. |

3.	10%	To provide information and guidance to admissions tutors and other staff in relation to University policies and procedures, and application, offer and acceptance volumes. At Open, Visit and Interview days, provide information and guidance to prospects, applicants and their supporters about the University's admissions policies and procedures and selection criteria.
4.	10%	To contribute to other activities of the Admissions Service, including, for example, in supporting the University's Confirmation and Clearing activity, or by assisting visitors to the University's Open and Visit Days.
5.	5%	To develop a detailed understanding of the selection criteria for a portfolio of programmes, sharing this information within the team and with other internal stakeholders.
6.	5%	Contribute, as a member of the Global Recruitment, Admissions and Marketing Team, towards broader initiatives to ensure and implement an excellent student experience. Participate in cross-functional activities such as international student registration, open days and student recruitment events, confirmation and clearing.
7.	5%	Any other duties as allocated by the line manager following consultation with the post holder.

Internal and external relationships:

Internal

- Academic and professional services staff
- Departmental management and University senior management
- Other members of the department

External

- Applicants and their supporters
- Current students
- School and College staff
- Staff from other universities and of sector agencies (eg. UCAS)

Special requirements:

Able to work occasional evenings and weekends and take leave outside key dates in the annual admissions cycle.

Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

Knowledge, Experience and Qualifications

Essential

- Practical knowledge and experience in an administrative role. Practical knowledge may have been gained through some or all of the following:
 - Relevant work experience
 - Vocational training
 - Formal qualification(s) equivalent to Level 2 or 3 of the [Regulated Qualifications Framework](#) e.g. AS or A Level, intermediate or advanced apprenticeship, or Level 2 or 3 award, certificate, diploma, NVQ.
- Able to demonstrate a sufficient knowledge of work systems, and standard IT packages.
- Ability to produce clear, accurate and concise written documentation.
- Experience of handling, or detailed understanding of how to handle, sensitive personal information.

Desirable

- Experience of working within Higher Education administration.
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Teamwork and Communication

Essential

- Contributes to team effectiveness by sharing information and supporting others.
- Explains and procedures and provides assistance to others.
- Seeks and clarifies detail as required.
- Works flexibly and adapts work routines as required by the annual cycle.
- Elicits information to identify specific customer needs.
- Adapts well to change and positively embraces service improvements.
- Pro-actively offers guidance to applicants and is an advocate for the University.
- Committed to delivering a high quality customer experience.

Desirable

- Experience of providing advice on administrative procedures to colleagues and external customers.
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Planning, Organisation and Resource Management

Essential

- Demonstrates good knowledge of the role and its context.
 - Effectively organises and prioritises allocated work activities.
 - Assists the organisation of non-standard work activities and events.
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Problem Solving and Initiative

Essential

- Solves simple problems independently and adapts to changing circumstances within established practices and procedures.
 - Identifies opportunities for process improvement and proposes solutions to line manager.
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Job Hazard Assessment

A full health clearance is required for this role where any hazards marked “^”, using the agreed Occupational Health referral template [available from here](#). Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

Physical Environment

Working outside ^	Not applicable
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Exposure to noise levels >80dbA ^	Not applicable
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Working with dust or fumes ^	Not applicable
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Working with skin irritants ^	Not applicable
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Working with chemicals (industrial or cleaning) ^	Not applicable
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Working in a confined space ^	Not applicable
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Working at height ^	Not applicable
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Working with sewage ^	Not applicable
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Contact with cytotoxins ^	Not applicable
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Exposure Prone Procedure (EPP) work ^	Not applicable
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Contact with clinical specimens or pathology work ^	Not applicable
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Direct patient care or patient contact	Not applicable
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Exposure to temperature extremes	Not applicable
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Frequent hand washing	Not applicable
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Ionising radiation	Not applicable
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Psychological and Social Environment

Working shifts ^	Not applicable
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Working nights ^	Not applicable
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Lone working	Not applicable
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Working with children	Not applicable
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Exposure to persons with challenging behaviour	Not applicable
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Working with larger groups	Not applicable
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Equipment, Tools and Machines

Working with vibrating machinery or tools ^	Not applicable
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Driving duties e.g. LGV, PCVs, forklift trucks ^	Not applicable
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Food handling	Not applicable
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Contact with latex	Not applicable
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Physical Abilities

Prolonged physical movements or actions e.g. walking ^	Not applicable
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Prolonged Standing or Sitting ^	Not applicable
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Moving or handling heavy loads ^	Not applicable
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Repetitive pulling or pushing ^	Not applicable
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Repetitive climbing (steps, stools, ladders, stairs) ^	Not applicable
Repetitive crouching, kneeling or stooping	Not applicable
Repetitive lifting	Not applicable
Fine motor grips (e.g. pipetting)	Not applicable
Repetitive reaching below shoulder height	Not applicable
Repetitive reaching at shoulder height	Not applicable
Repetitive reaching above shoulder height	Not applicable
