University of Northampton

Senior Admissions Officer

Job Description

Job Title: Senior Admissions Officer
Grade: 6
Responsible to: Deputy Head of Admissions (Postgraduate & Partnerships or Undergraduate)

Overall Purpose

To be an expert on admissions matters and provide concise and accurate information to enquirers, applicants and other internal and external stakeholders. To advise senior management on operational issues that may impact on the admissions service, investigating issues, proposing solutions and resolving through agreed action plans.

To lead and develop a team of staff and associated processes to deliver a high-quality admissions service to meet the needs of enquirers, applicants, and a range of stakeholders. To ensure excellent customer service and quality of admissions decision-making. Focus on providing exceptional support and guidance to applicants throughout the application and enrolment process, ensuring an applicant centred service with clear communication and support.

To train and motivate the team to meet the needs and demands of applicants and internal and external stakeholders.

Responsibility for reviewing and identifying enhancements and developing effective administrative processes, procedures and guidance for a designated portfolio of courses, to support the operational and strategic priorities of the department, taking into account the developing needs of the University, changes in the sector, and matters of external compliance.

To ensure and develop effective relationships and collaborations between Admissions, Academic Registry, Student Services, Marketing & Student Recruitment, and Faculty, to ensure that processes are efficient, smooth, streamlined and consistent.

To be a key member of the admissions management team and develop effective relationships with internal and external stakeholders.

Principal Duties and Responsibilities

- To lead and develop the team, ensuring they provide applicants, and internal and external stakeholders, with the highest standards of customer focused service and professionalism.

- To manage the work of the team and associated processes in order to deliver a high-quality admissions service.

- To be a specialist in relation to a portfolio of courses, and associated processes, operations, policies and procedures.

- To be responsible for the team's representation and staffing at University student, applicant and recruitment events, with occasional evening and weekend work, including enrolments, clearing, drop-in sessions, reception activities, webinars, open days, applicant visits, interviews and discovery days.

- To be an expert on fee status compliance, UK and international qualifications and equivalencies, and associated admissions procedures, regulations and policies.

- To oversee APL and APEL processes within the team.

- To work closely with other Senior Admissions Officer and the Admissions Management Team to effectively allocate resources with the admissions team to meet business needs and service level agreements.

- To line manage the Admissions Officers, Administrators and temporary staff, including recruitment, staff development and performance management.

- To identify Admissions team and internal stakeholder training and development needs and overseeing delivery of training.

- To propose and agree team objectives in consultation with Deputy Head of Admissions (Postgraduate & Partnerships or Undergraduate).

- To develop and deliver effective administrative processes, procedures and guides to effectively facilitate offer-making and qualification checking, ensuring operational efficiency and compliance with internal and external policy and regulations.

- To provide high quality, specialist admissions advice and support to academic and professional services staff.

- To be responsible for the quality and integrity of data in relation to the admissions section of the student record system, ensuring compliance with University admissions policies and external body requirements.

- To be responsible for the admissions email accounts and delivery of Service Level Agreements.

- To actively engage in professional development opportunities to meet the needs of the service, the University, and personal and professional development aims.

- To deputise for Deputy Head of Admissions (Postgraduate & Partnerships or Undergraduate) as required.

Core People Management Duties and Responsibilities

- Manage performance and behaviour (including the PDR and the Probation period) of team on an ongoing basis.

- Monitor leave and absence of the team on an ongoing basis. Approve annual leave requests, manage poor attendance and support staff with ongoing ill health issues.

- Monitor and approve development opportunities to meet changing needs of the University and personal development.

- Communicate effectively at all levels, ensuring relevant information is cascaded to the team and allow for two way communication including team meetings and 1-2-1's.

- Foster wellbeing of team members ensuring maintenance of work life balance, adherence to Working Time Regulations and providing opportunities for staff to raise issues e.g. through regular 1-2-1 meetings.

- Plan resources to ensure adequate coverage to meet the needs of the service whilst recognising employee wellbeing.

- Undertake all aspects of recruitment in accordance with University policy and procedure, for both within the team and supporting other departments and faculties across the University.

- Undertake investigations and undertake role of hearing manager in cases of disciplinary and grievance for employees across the University in line with University policy and procedures.

Generic Duties and Responsibilities

- To ensure adherence to data protection legislation.
- To be committed to the delivery of an excellent and personalised customer service to applicants and students.
- To ensure the engagement of staff involved in admissions processes to fulfil institutional expectations of a high-quality applicant and student experience.
- To develop and review relevant Service Level Agreements and responsibility for ensuring their delivery.
- To work with colleagues within Academic Registry and across the University to deliver service improvement, explore innovative ideas and find solutions.
- To develop productive, supportive and professional relationships with academic and professional colleagues.
- To represent admissions at internal and external committees and meetings.
- To maintain an up-to-date knowledge of admissions matters across the sector.
- To be responsible for the training and development of admissions staff to ensure that individual contributions are maximised.
- To work with colleagues within and across departments to ensure the efficient and effective operation of cross institutional activities.
- To lead projects as required.
- To demonstrate an understanding of the admissions regulations governing applicant progression.
- Participate in cross-departmental and institutional activities e.g. ceremonies, enrolment, clearing, confirmation, Open Days, and other marketing events, including occasional evening and weekend work.
- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Deputy Head of Admissions or Deputy Academic Registrar (Admissions).

- Responsibility and accountability for ensuring all employment legislative requirements are adhered to including equality and diversity, and health and safety and wellbeing issues.

- The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

	Criteria	Essential / Desirable	Assessment Methods
Qualifications			
1	Educated to A-level or equivalent, including GCSE Maths and English at Grade C/4 or above or equivalent qualification, or relevant experience	Essential	Application
2	Evidence of ongoing professional development	Desirable	Application
Skills, Knowledge and Experience			
3	Excellent knowledge and experience of working with a Student Record System, preferably as an advanced user	Essential	Application
4	Experience of coordinating and supervising the work of others	Essential	Application Interview Test
5	Experience of developing and managing an administrative team	Desirable	Application
6	Demonstrable experience of devising, reviewing and delivering operational procedures and processes	Essential	Application Interview
7	Experience of quality monitoring and assuring data integrity	Essential	Application Interview
8	Experience of working as part of a team	Essential	Application
9	Ability to delegate appropriately	Essential	Application Interview Test
10	Experience of delivering excellent customer service to the highest standard to a range of stakeholders	Essential	Application Interview Test
11	Excellent IT skills including experience of databases and Microsoft Office	Essential	Application
12	Evidence of problem-solving and finding creative solutions to administrative problems, assessing options and making recommendations	Essential	Application Interview Test

13	Knowledge and experience of working within Higher Education and an understanding of current HE sector issues	Desirable	Application
14	Knowledge and experience of UK and International qualifications and frameworks	Essential	Application
15	Demonstrate an understanding of HR policies and procedures	Desirable	Test Presentation
16	Ability to identify and undertake vital conversations appropriately	Essential	Application Interview

Personal Qualities

17	Ability to remain calm under pressure and to manage busy workloads, conflicting priorities and immovable deadlines effectively	Essential	Application Interview Test
18	Outstanding written and oral communication skills, to produce complex information for a range of audiences	Essential	Application
19	Ability to plan and schedule work	Essential	Application Interview
20	Demonstrate interpersonal skills and ability to build constructive relationships	Essential	Application Interview
21	Ability to adapt to technological advances in the workplace	Essential	Application
22	Ability to adapt to organisational change	Essential	Application
23	Demonstrable commitment to data integrity and accuracy	Essential	Application Interview
24	Persuasion and negotiation skills	Essential	Application Interview
25	Integrity and professionalism, demonstrating a commitment to ethical standards, confidentiality, and the University's values of inclusivity, trust, sustainability and aspiration	Essential	Application Interview