

JOB DESCRIPTION

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| Job Title: | Admissions Administrator |
| Grade: | This post has been evaluated at Grade 3. |
| Responsible to: | Head of Admissions |
| Date: | June 2015 |

Job Purpose

To contribute to the effective operation of the University's systems for the collection, storage, processing, reporting and analysis of applicant data and information relating to the 'applicant journey' from initial application through to enrolment and, within this remit, provide the highest quality professional services to applicants, staff and external stakeholders.

The post holder will work closely with the Senior Admissions Officers to support and comply with the University's policies, student information systems and business processes, and ensure that they effectively support the needs of applicants, staff and other stakeholders.

The postholder may be required to act as a Level 1 User in liaison with UK Visas and Immigration (UKVI) on all matters relating to the Tier 4 Points Based System (PBS).

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with University's arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

Main Duties and Responsibilities

1. To manage all stages of the 'applicant journey' from initial application to enrolment and to maximise the retention of applicants during the application cycle through timely and regular communication.
2. To provide accurate and timely information, advice and guidance to applicants and other stakeholders, including but not limited to general course content, entry requirements and preliminary evaluation of suitability.

3. To maintain applicant records using the SITS relational database and paperless workflow, ensuring accuracy and currency of data.
4. To process applications direct to the University and through UCAS; including but not limited to the coordination of interview schedules, input and communication of academic decisions, verification of clearance checks and entry qualifications and the production of response letters.
5. To liaise with delegated members of academic departments and provide information and advice on the progress of recruitment to individual departments.
6. To comply with all laid down policies and procedures with respect to the application process.
7. To assist with Open Days and other recruitment events as required, some of which may be scheduled on weekends.
8. There is a requirement to work some anti-social hours, within the Working Time Regulations, particularly in August during the Clearing period when no annual leave is to be taken.

General Duties and Responsibilities

1. To work within and actively support the equality and diversity policies and practices of Falmouth University.
2. To notify a more senior member of staff of any errors or concerns at the earliest opportunity.
3. To participate in the annual Performance Development Review process.
4. To ensure that the university's cross-cutting themes of partnership, equality and diversity and sustainability inform all activity related to the role.
5. To ensure communications systems and practices support effective management arrangements and promote good relations with staff and students.
6. To work within a framework of effective governance, ensuring compliance with relevant regulations, legislation/policies and procedures.
7. To be responsible for your own continuing self-development.
8. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.

Health & safety Requirements

In relation to health and safety, you are responsible for ensuring that:

- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety Requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

PERSON SPECIFICATION

Job title: Admissions Administrator

| Attributes | Essential requirements | Desirable requirements |
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| Education and qualifications | A degree or equivalent work based learning. | |
| Experience and knowledge | <p>Extensive recent administrative experience.</p> <p>Excellent record keeping skills using databases.</p> <p>Experience of providing excellent customer service.</p> <p>Experience of complying with laid down policies, procedures and timescales.</p> | Experience of working in an administrative HE or FE role, particularly in an admissions or student-facing team. |
| Skills and personal requirements | <p>Strong working knowledge of Microsoft Office, in particular Word, Excel and Outlook, and experience of working with a wide variety of computer systems and packages.</p> <p>Excellent interpersonal skills and ability to communicate effectively and confidentially, verbally and in writing.</p> <p>Ability to work under pressure, maintain attention to detail and prioritise workload in a busy office in order to meet deadlines.</p> <p>Ability to work unsupervised and on own initiative as well as to work proactively as part of the team.</p> <p>Ability to build rapport with a diverse range of colleagues and customers.</p> | <p>Experience of using the SITS student records database is highly desirable.</p> <p>A full driving licence valid in the UK would be an advantage, although not essential.</p> |

