



## Job Description

<b>Position / Job Title:</b>	<b>Admissions Officer (Fixed-Term, Two Positions Available)</b>
<b>Ref:</b>	<b>ASE227 / POSN102251 / POSN102252</b>
<b>Location/Building:</b>	<b>Studland House, Lansdowne Campus</b>
<b>Faculty/Professional Service:</b>	<b>Academic Services</b>
<b>Group/Section:</b>	<b>Student Administration</b>
<b>Duration if Temporary:</b>	<b>POSN102251 – Fixed-Term until 30 November 2023 POSN102252 – Fixed-Term until 04 January 2024</b>
<b>Normal Hours per Week:</b>	<b>37</b> <b>(Some flexibility will be required in order to ensure that key time scales and deadlines are met).</b>
<b>Grade:</b>	<b>4</b>
<b>Accountable to:</b>	<b>Team Leader</b>
<b>Responsible for or supervises:</b>	<b>Admissions Administrators</b>

### **Job Purpose**

Work alongside colleagues in the Admissions Team to plan and provide an effective and responsive admissions service. Gain expert knowledge and understanding of admissions policies and procedures to support the admissions team and BU colleagues. Take a key role in the organisation of recruitment events such as Interview Days and Confirmation & Clearing.

The role will be required to work across teams, providing mutual support within other teams in BU when required to address workload peaks, cover for staff absence and ensure consistent delivery of a professional and efficient service.

### **Main Responsibilities**

1. Assessing UK applications using pre-determined entry criteria to determine if an applicant possesses the set of skills required to fulfil the demands of undergraduate and postgraduate taught programmes and providing comprehensive feedback to unsuccessful applicants.
2. Responding professionally and within agreed timescales to all enquiries (telephone, email and face-to-face) from applicants and internal/external stakeholders and specialist enquiries from admissions administrators.
3. Effectively managing a diverse set of tasks and responsibilities as set out in the Admissions Team work plan, responding within agreed timescales and meeting deadlines for assigned areas of work.
4. Managing the use of a range of IT systems, including Microsoft Office and SITS (student records system) to ensure records are accurate and up to date, produce reports and provide an excellent information resource for all stakeholders.
5. Managing specialist admissions functions and procedures, such as reject approval, course communications, scholarship approval and the organisation and delivery of selection events.
6. Maintaining awareness of BU's course portfolio, entry requirements and admissions policies and procedures.
7. Assessing fee statuses of applicants in accordance with relevant guidelines (e.g. UKVI and

- UKCISA) and carrying out Disclosure & Barring Service (DBS) and occupational health checks.
8. Providing daily line management of Admissions Administrators within the admissions team including involvement in the recruitment and induction of new staff, conducting appraisals, dealing with performance issues, and identifying and supporting appropriate staff development.
  9. Developing and maintaining key relationships with and providing information and advice to academic and administrative staff at the University and Partner Institutions in relation to admissions and in accordance with the University's regulations, policies and procedures.
  10. Ensuring that all aspects of work, achieve high levels of Service Excellence and making suggestions for service improvements.
  11. Designing and delivering appropriate staff development and training activity to ensure that policies and procedures relating to admissions are understood and implemented.
  12. Liaising with external organisations such as UCAS, Partner institutions, other Higher Education institutions.
  13. Contributing to the continuous improvement of the service by identifying opportunities for more effective working practices within the Academic Services Team. This will include contributing to the development of key process and service monitoring.
  14. Maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation (GDPR) and the University's Confidentiality Policy.
  15. Supporting BU wide events and activities e.g. Confirmation and Clearing, Enrolment, Open Days and Graduation.
  16. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services.

### **Information Governance Responsibilities**

#### **Data User**

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

### **Additional Information**

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

**November 2022**



## Person Specification

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Position No: ASE227 / POSN102251 / POSN102252	
Faculty / Service: Academic Services	Date: November 2022
<b>SELECTION CRITERIA</b>	<b>Essential / Desirable</b>
<b>Knowledge (including experience &amp; qualifications)</b>	
Educated to A-level standard or equivalent (Work experience will be applicable and can substitute for qualifications).	E
Previous experience of working in an administrative role with a varied and complex set of responsibilities.	E
Previous experience of working in a frontline, customer facing or advisory role.	E
Experience of line management and supervising the work of others.	D
Previous experience of organising meetings and taking minutes.	D
Previous experience of working in a relevant administrative role within a Higher Education environment.	D
<b>Skills</b>	
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders.	E
Excellent written and verbal communication skills.	E
Good MS Office and IT skills.	E
Proficiency in using databases, records system or an enquiry management system to record and extract information.	D
Experience of using data to provide a range of reports.	D
Strong organisational skills and experience of planning or supporting an event.	D
Strong attention to detail and ability to check own work and the work of others for accuracy.	E
The ability to deal with sensitive and confidential information within the frameworks of the General Data Protection Regulation (GDPR) and any professional guidelines.	E
Ability to review, develop and implement administrative processes effectively.	D
Ability to quickly assimilate complex information and decide on the most appropriate course of action in the circumstances.	E
An understanding of own knowledge and limitations and a willingness to escalate/refer enquiries once those limitations are reached.	E
<b>Attributes</b>	
A demonstrable commitment to service excellence, and the desire to understand the work of a complex organisation.	E
Ability to develop and maintain professional relationships of respect, trust and support with team members, other BU staff and students.	E
Positive approach to work including problem solving, learning and responding to feedback.	E
Ability to work proactively on own initiative and as part of a team.	E
Ability to prioritise and work to tight deadlines.	E
Commitment to own continuous professional development and a willingness to undertake staff development as required.	E
Ability to actively contribute within a culture of continuous improvement.	E
Flexible approach to work including a willingness to adjust working hours.	E
Demonstrable personal resilience with an ability to keep calm under pressure and deal with difficult situations.	E