

Job Description

Post/Job Title:	Admissions Officer
Reference:	811
Faculty/Professional Service:	Academic Services
Group/Section:	Admissions
Location:	Any University location
Normal hours per week:	37 <i>Note: Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods and some evening and weekend work may be required to support specific activities.</i>
Grade:	4
Accountable to:	Admissions Team Leader/Admissions Coordinator
Responsible for:	N/A

Job Purpose

The Admissions Officer will work mainly within the UK or International Admissions Team, whose role is to process applications from the UK or internationally. This includes responding to enquiries from potential applicants, giving advice about admissions policy, entry requirements and qualification equivalencies, processing applications and, where appropriate, making selection decisions in accordance with agreed policy and procedure, ensuring applicants' fee status is correctly assessed and processing Confirmation of Acceptance for Study (CAS) for students requiring a visa to study in the UK.

Admissions Officers have a key role in supporting fair and consistent processing and decision-making in the admissions process

A strong commitment to service excellence is essential for this role, alongside the ability to build and maintain positive relationships with applicants and their advisers. Admissions Officers are expected to engage proactively with applicants and their representatives, ensuring clear communication and a supportive experience throughout the admissions process.

While each Admissions Officer is assigned primarily to the UK or International team, all Admissions Officers are expected to work flexibly and may be assigned to work across team boundaries at peak times, to cover for staff absence or ensure consistent delivery of a professional and efficient service.

Main Responsibilities

1. Effectively managing a set of tasks and responsibilities as appropriate to Admissions-related functions within Academic Services to a high standard. This will include areas such as specialist enquiries, application processing and offer making, processing Confirmation of Acceptances for Study (CAS), Confirmation and Clearing, selection activities; conversion activities; communication and adherence to deadlines within the application cycle
2. Dealing with the administration relating to Admissions processes and procedures in line with university policy and regulation within agreed timescales and meeting deadlines

- Providing advice to applicants and their advisers and BU colleagues about admissions policy, entry requirements and the equivalence and acceptability of UK and overseas qualifications. Referring on to specialist teams or other experts when limits of own expertise are reached.
 - Processing applications and pre-CAS checks in accordance with BU admissions policy and procedures
 - Carrying out activities within established procedures to encourage the conversion of applicants to enrolled status.
 - Contributing to the development and updating of all admissions documentation and information for students and staff, including updating Frequently Asked Questions (FAQ)
 - Contributing to the delivery of training and development for admissions activities, including providing supervision of individual/s within the admissions team as part of the recruitment and induction of new staff
 - Developing and maintaining expertise in internal and external admissions-related policies and procedures, national and international qualifications frameworks.
3. Dealing courteously and effectively with all enquiries received by email, online, face to face or telephone. Engaging excellent listening and questioning skills, not only to understand and resolve enquiries but also to identify any underlying issues which may not have been the subject of the original enquiry
 4. Utilising a range of IT systems to accurately record critical data, produce reports and provide information to various stakeholders
 5. Contributing to the continuous improvement of the service by identifying opportunities for more effective working practices within the Admissions Team. This will include contributing to the development of key process and service monitoring
 6. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy
 7. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits
 8. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services

Contacts

Internal: All BU staff and students

External: Prospective students, parents, recruitment agencies, businesses, local community, UCAS, statutory bodies and all other BU stakeholders

Information Governance Responsibilities

Data User

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

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

Admissions Officer

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.

Person Specification

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SELECTION CRITERIA		Essential/ Desirable
Knowledge (including experience & qualifications)		
Educated to 'A' level standard or equivalent (Work experience will be applicable and can substitute for qualifications).		E
Previous experience of working in a relevant administrative role in a highly regulated environment with a varied and complex set of responsibilities.		E
Previous experience of working in a frontline, customer facing or advisory role.		E
Extensive experience of working with a computerised student records system, preferably SITS, managing applicant/student records and a good understanding of the complexities of systems and processes underlying the student record from application to enrolment		E
Recent experience of working in an administrative function supporting the recruitment or admission of students, preferably in a central admissions team within a higher education institution		D
Experience of working with International clients and an awareness of cross cultural /international issues		D
Skills		
Excellent interpersonal skills, including the ability to work co-operatively and effectively with applicants and their advisers, staff at all levels and other BU stakeholders		E
Excellent organisational skills, including the ability to manage multiple tasks, work to tight deadlines, and to prioritise workloads effectively, maintaining accuracy at all times		E
Ability to acquire knowledge and understanding of complex procedures, regulations and guidance and to apply this to making decisions accurately and consistently		E
Excellent written and verbal communications skills, including the ability to draft clear correspondence for a variety of audiences		E
Good numeracy skills and the ability to interpret and communicate statistical information		E
Demonstrable proficiency in using databases, records system or an enquiry management system to record and extract information and reports and good MS Office skills.		E
An understanding of own knowledge and limitations and a willingness to escalate/refer enquiries once those limitations are reached.		E
Attributes		
A demonstrable commitment to service excellence, continuous service improvement and the desire to understand the work of a complex organisation		E
Ability to develop and maintain professional relationships of respect, trust and support between all staff and student		E
Highly organised and methodical approach and ability to manage conflicting priorities and work effectively under pressure, maintaining accuracy at all times		E
Agile approach to work including a positive approach to learning and responding to feedback		E
Ability to work on own initiative and as part of a team		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 - reviewing and recommending changes to structures/systems.		E
Demonstrable personal resilience with an ability to keep calm under pressure and deal with difficult situations		E
Flexible approach to work including a willingness to adjust working hours according to service needs		E
Positive attitude towards safeguarding		E