



Job Description

Post/Job Title:	International Admissions Administrator
Location including building:	Studland House, Lansdowne Campus
Faculty/Professional Service:	Academic Services
Group/Section:	Student Administration
Normal hours per week:	18.5
(Some flexibility will be required in order to ensure that key time scales and deadlines are met)	
Grade:	4
Accountable to:	International Admissions Manager
Special conditions:	Some additional working hours during peak times

Job Purpose

To be responsible for implementing all aspects of the applications and admissions process up to and including enrolment, of non-UK (as defined for fees purposes) applicants to both postgraduate taught and undergraduate courses at BU. As part of wider BU Admissions function, when required, to also support recruitment processes.

Working closely with Faculties and Professional Services the post holder will process non-UK applications from receipt of application through to enrolment, providing exemplary customer service throughout.

An understanding of the importance of building relations with applicants and key external stakeholders (e.g. educational agents) is essential to this post. The post holder will be expected to proactively engage with applicants and external stakeholders to complete the application process, taking into consideration all additional requirements for non-UK applicants, and secure the students' enrolment at BU.

The International Admissions Team, within which this role sits, works in a very target-driven environment. Whilst quality and entry standards must be maintained at all times, this post must provide exemplary service excellence in a fast-paced environment to ensure appropriate students choose BU to pursue their studies.

Main Responsibilities

In accordance with University regulations, the post holder will carry out the following to contribute to the University achieving its international student enrolment targets:

1. Taking receipt of postgraduate taught (PGT) and undergraduate (UG) applications from non-UK applicants.
2. Coding and inputting data on SITS (student record system), and logging applications and offers, including information relating to international representatives, language schools, specific pathways or articulation arrangements that BU has with other feeder institutions.

Ensuring all relevant information is entered in order to maintain an accurate and complete audit trail of each individual applicant record.

3. Making full assessment of qualifications (including verification of qualifications and certificates where appropriate), based on agreed University guidelines and/or agreed BU Partner guidelines
4. Processing applications (directly to applicant or via international BU representatives) to offer stage and along the applicants' journey to enrolment within established policies and turnaround times, including scholarship assessment and processing where applicable.
5. Communicating effectively with applicants to ensure directions and information is understood and acted upon in a timely manner.
6. Where required, contribute to the continual review of admissions processes.
7. Facilitating all necessary selection measures to fulfill the course entry requirements (i.e. interviews scheduling)
8. Providing regular statistical applicant data and analysis by running admission reports as and when required by relevant stakeholders.
9. Contributing to ongoing monitoring and review of effectiveness of standard procedures to continually improve the process.
10. Working with Regional Managers, provide guidance to academic colleagues and other relevant stakeholders on overseas qualifications and institutions, as appropriate.
11. Creating Confirmation of Acceptances (CAS) in accordance with UK Visas and Immigration (UKVI) legislation, in a timely manner to enable the applicant to make a valid Student Visa application.
12. Assessing international applications in accordance with current UKVI Student Route regulation including assessment of study limit and academic progression.
13. Assessing fee statuses of applicants in accordance with relevant guidelines (e.g. UKVI and UKCISA)
14. Providing point of contact for, and developing effective working relationships with, BU representatives (both UK and overseas), language schools, other external key stakeholders (e.g. British Council, Entry Clearance Officers), and other Professional Services and teams within BU.
15. Liaising with the International Recruitment Team, and where necessary other colleagues across BU to contribute to, and support initiatives and activities in the UK and overseas to promote BU to prospective students.
16. Carry out activities within established procedures to facilitate the conversion of applicants to enrolled status.
17. Attending meetings as appropriate to provide information on the admissions process for all students.
18. Facilitating non-UK Clearing and Confirmation and supporting recruitment and conversion activities when required as well as non-UK enrolment.
19. Undertaking relevant (internal and external) training as required ensuring the efficient fulfillment of the post.
20. Where required, provide training support to other team members
21. Carrying out any other associated duties as required by the International Admissions Manager and Head of Student Administration.

Dimensions

This post holder will not have direct line management responsibilities but working within a team environment and will be expected to support other team members when necessary.

Contacts

Internal: International Recruitment, Academic Services, Student Services, administrative and academic staff within Faculties, International Students' Support Team and International Recruitment Team and other colleagues in Marketing & Communications and other professional services

External: Non UK applicants (UG and PG), UK applicants, International Representatives, Feeder Institutions, Language Schools, Partner Institutions, British Council offices, Entry Clearance Officers (Visa Sections), Embassies, government and corporate bodies

Challenges

This is a busy role within a dynamic team. Speed and accuracy are key elements to this role. The post holder will be faced with the challenges of working within an increasingly external competitive environment in student recruitment. You will be expected to work towards ensuring the targets set in the BU Strategic Plan are met.

Additional Information

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 always 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 understand and commitment to promoting a global outlook.

All employees have an obligation to be aware of and comply with the Universities Sustainability Policy, Carbon Management Plan and associated documents, and to ensure that whilst at work that they demonstrate the adoption of sustainable habits or practices and carry out their day-to-day activities in an environmentally responsible manner.

February 2025



Person Specification

Post / Job Title: International Admissions Administrator	Post No:
Faculty/Service: Academic Services	Date: February 2025
SELECTION CRITERIA	Essential/ Desirable
Knowledge (including experience & qualifications)	
A good standard of education to degree level or equivalent (work experience will also be applicable and can substitute for qualifications)	D
Strong commitment and proven experience in excellence in customer service	E
Experience of working in a marketing, sales or target driven environment	E
Experience of international student admissions	D
Strong experience and familiarity with computer programs, computerized record systems, spreadsheets and databases e.g. Word, Excel, Access, Internet,	E
Proven track record in demonstrating excellent administrative skills	E
Experience of working with students in an education environment or working with the public in a service related industry	E
Experience of, and ability to, work as part of a team	E
Experience of working with international clients and an awareness of cross cultural/international issues	D
Experience of independent working to challenging deadlines, always maintaining accuracy	E
Experience of liaising with other staff within an Organisation at all levels	E
Skills	
Excellent interpersonal skills	E
Strong written communication skills e.g. drafting reports, writing letters and emails, preparing management information	E
Strong verbal communication skills	E
Outstanding organizational skills	E
Attributes	
Accuracy, speed and attention to detail	E
Ability to organize a complex and varied workload	E
Ability to assimilate information and share appropriately with different audiences	E
Ability to devise and organize administrative processes effectively to ensure effective output with emphasis on customer service	E
Perseverance	E
A flexible approach to work with the ability to adapt to change in circumstances, office procedures and computerized systems	E
Confident but with reservation where appropriate (tact and diplomacy).	E
Ability to work on own initiative and in a proactive manner	E
Ability to work under pressure and constantly re-evaluate priorities	E
Ability to work some additional working hours during peak times	E