

## Job Description

<b>Position / Job Title:</b>	<b>Admissions Administrator</b>
<b>Ref:</b>	<b>233/5047557</b>
<b>Location/Building:</b>	<b>Any University location</b>
<b>Faculty/Professional Service:</b>	<b>Academic Services</b>
<b>Duration if Temporary:</b>	<b>Fixed-term for 5 months</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. Leave is restricted at peak periods and some evening and weekend work will be required to support specific activities).</b>	
<b>Grade:</b>	<b>3</b>
<b>Accountable to:</b>	<b>Admissions Officer/Coordinator</b>
<b>Responsible for or supervises:</b>	<b>Assistant Administrators</b>

### Job Purpose

To work alongside colleagues in the Admissions Team to plan and provide an effective and responsive administrative service in support of admissions activities across BU. To apply knowledge and understanding of, and perform key business processes that under-pin admissions to the University and support the University's recruitment targets.

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. Contributing to work group planning and carrying out agreed tasks and responsibilities in relation to admissions, this will include areas such as; responding to specialist enquiries, managing applications and offer making; organising and running selection activities, conversion activities, supporting confirmation and clearing; ensuring adherence to deadlines within the application cycle.
2. Effectively managing a diverse set of tasks and responsibilities as set out in the workload plan. Responding within agreed timescales and meeting deadlines for assigned areas of work. Referring on to specialist teams or other experts when limits of own expertise are reached. This will be facilitated by the Student Administration planning model, SITS (Student Records System) and other systems.
3. Providing supervision of individual/s within the admissions team including involvement in the recruitment and induction of new staff.
4. 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.
5. Ensuring that all aspects of work, and that of line reports, achieve high levels of Service Excellence and making suggestions for service improvements.
6. 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.
7. Contributing to the delivery of training and development for admissions activities.

8. Contributing to the development and updating of all admissions documentation and information for students and staff. To include information within SID (enquiry system), in particular the Frequently Asked Questions (FAQs).
9. Dealing courteously and effectively with all enquiries whether received by email, online, face to face or telephone. Utilising a range of IT systems for enquiry management, including SID and SITS
10. Liaising with external organisations such as UCAS, external awarding bodies, Partner institutions, other Higher Education institutions.
11. 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.
12. To ensure that BU is represented professionally in all aspects of communication.
13. At all times maintaining appropriate levels of confidentiality, working within the requirements of the Data Protection Act and the University's Confidentiality Policy.
14. Supporting BU wide events and activities e.g. Confirmation and Clearing, Open Days, Graduation, Festival of Learning.
15. 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: All BU stakeholders

### **Challenges**

There is a need for excellent interpersonal skills and a willingness to work closely with other generalist and specialist teams across BU, building relationships to ensure that enquires can be passed seamlessly between teams at the appropriate time. At peak periods the workload will need careful prioritising and the post holder may have to deal with challenging situations whilst remaining calm and polite at all times.

### **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**

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.

**October 2024**



## Person Specification

Position / Job Title: Admissions Administrator	Position No:
Faculty / Service: Academic Services	Date: DATE
<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 a relevant administrative role with a varied and complex set of responsibilities.	E
Previous experience of working in a frontline, customer facing or advisory role.	E
Previous experience of working in an administrative role within an 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
Experience of supervising the work of others	D
Strong written and verbal communication skills.	E
Good MS Office skills.	E
Demonstrable proficiency in using databases, records system or an enquiry management system to record and extract information and reports.	D
Demonstrable attention to detail and ability to check own work for accuracy.	E
The ability to deal with sensitive and confidential information within the frameworks of the Data Protection Act and any professional guidelines.	E
Ability to organise and implement administrative processes effectively.	E
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 a positive approach to learning and responding to feedback	E
Ability to work 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
Adaptable approach to work including a willingness to work flexibly according to service needs	E
Demonstrable personal resilience with an ability to keep calm under pressure and deal with difficult situations	E