

Job Description

Post/Job Title:	Admissions Data & Systems Improvement Manager
Reference:	
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:	7
Accountable to:	Head of Admissions
Accountable for:	N/A

Job Purpose

The Admissions Data & Systems Improvement Manager is a member of the Admissions leadership team, supporting the Head of Admissions to deliver a high-quality admissions service to applicants that is effective, efficient, sustainable and responsive to national and international demand.

The role is responsible for leading the development and optimisation of admissions systems and data reporting capabilities across the admissions service. The postholder will ensure that admissions technologies, systems integrations and data insights support the University's recruitment strategy and operational objectives by driving improvements in system functionality, reporting, automation and data quality.

Working closely with Admissions Managers and colleagues across the University, the postholder will support the implementation, development and enhancement of admissions systems including the Tribal SITS student record system and related platforms such as Enroly, Qual Check, Shortlister and CRM technologies. They will also lead the development of robust reporting, analytics and dashboards to provide insight into application trends, conversion performance and operational activity across the admissions lifecycle.

Main Responsibilities

1. As one of the Admissions Managers within the BU Admissions Team, the post-holder will provide specialist leadership in the development and optimisation of admissions systems, data reporting and business processes to support the University's strategic recruitment objectives.
2. Lead the development and optimisation of admissions systems and technologies, ensuring that systems support efficient and effective admissions processes and enhance the applicant journey.
3. Act as the functional lead for admissions systems including the Tribal SITS student record system, supporting the configuration, development and continuous enhancement of admissions processes, workflows and integrations.
4. Support the implementation and development of admissions-related technologies including Enroly, Qual Check, Shortlister and other systems used to support applicant processing, compliance and recruitment activity.
5. Develop and maintain robust admissions data reporting frameworks, ensuring that accurate and timely data is available to support recruitment strategy, operational monitoring and institutional business planning.
6. Design, develop and maintain reports, dashboards and analytical tools using systems such as SITS, CRM platforms and data analysis tools for example Microsoft Excel, SQL, Alteryx or similar technologies.

Admissions Data & Systems Improvement Manager

March 2026

7. Extract, analyse and interpret complex admissions data, providing meaningful insights into application trends, recruitment performance and operational activity to support strategic and operational decision making.
8. Work closely with Admissions Managers, Academic Services, IT, Planning, Marketing & Communications, Global Engagement & Partnerships and other colleagues across BU to ensure that admissions data and reporting support recruitment planning, forecasting and conversion strategies.
9. Identify opportunities to enhance admissions operations through improved use of technology, automation, system configuration and improved reporting capabilities.
10. Ensure the integrity, accuracy and consistency of admissions data across systems and reporting outputs, working collaboratively with Student Records and Reporting team, IT Services and other specialist teams where required.
11. Act as a key liaison between Admissions and internal technical teams including IT, CRM and data teams to support the development, integration and optimisation of admissions systems and data flows.
12. Provide expert advice and guidance to Admissions colleagues on systems functionality, reporting tools and the interpretation of admissions data.
13. Monitor developments in admissions systems, data reporting technologies and sector practice, ensuring that BU continues to adopt efficient and innovative approaches to admissions systems and data management.
14. Lead or contribute to project work relating to admissions systems implementation, enhancement or integration, ensuring that projects are delivered effectively and meet operational requirements.
15. Lead and/or attend meetings and working groups with key stakeholders to ensure two-way communication and liaison, acting as a representative of Admissions and Academic Services across the University.
16. Attend development training and relevant sector forums to maintain a full understanding of developments in UK Higher Education, particularly those that impact on admissions systems, data reporting and recruitment practice.
17. Ensure that all aspects of work achieve high levels of Service Excellence. Contributing to continuous improvement by identifying opportunities for process enhancements, improved reporting capabilities and the development of performance measures.
18. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy.
19. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits.
20. To contribute to the continuous improvement of Admissions and Academic Services by identifying opportunities for systems enhancements, improved reporting capabilities and more effective working practices.
21. Any other duties as may reasonably be required by the Head of Admissions and the Academic Registrar.

Contacts

The postholder will work across BU with members of the University leadership team, academic and administrative staff who are responsible for the implementation of admissions strategy, processes and systems in order to achieve the University's agreed objectives, priorities and targets.

Internal: All levels of staff across Faculties and Professional Services, including Admissions teams, Academic Services colleagues, IT Services, CRM and data teams, Planning department, Marketing & Communications, Global Engagement, Student Services, PVC Deans, Deputy Deans, Heads of Department and Directors of Operations.

External: Applicants and their advisers, partner Institutions, UCAS, sector bodies and technology providers including suppliers of admissions systems and related software platforms.

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.

Admissions Data & Systems Improvement Manager

March 2026

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, 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

Position / Job Title: Admissions Data & Systems Improvement Manager	Position No:
Faculty / Service: Academic Services/Admissions	Date:
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Educated to degree level or equivalent (Work experience will be applicable and can substitute for qualifications)	E
Experience of working within Higher Education admissions, student administration or a related environment	E
Experience of working with student record or admissions systems such as SITS or equivalent systems	E
Experience of developing or implementing systems, processes or reporting tools in a complex organisation	E
Experience of analysing and interpreting complex datasets to support operational or strategic decision making	E
Experience of working with data extraction or analysis tools such as SQL, Alteryx or equivalent technologies	D
Experience of developing dashboards or visual reporting tools using platforms such as Power BI, Tableau or similar	D
Understanding of Higher Education admissions processes and regulatory frameworks	D
Skills	
Ability to review, design and implement systems and processes effectively	E
Excellent analytical and problem-solving skills including the ability to analyse complex processes and datasets and identify opportunities for improvement	E
Strong data analysis and reporting skills including the ability to extract, manipulate and interpret complex data	E
Advanced proficiency in Microsoft Excel including complex analysis and reporting	E
Excellent written and verbal communication skills with the ability to present complex information clearly and concisely	E
Ability to work collaboratively with a wide range of stakeholders across a complex organisation	E
Ability to work with databases and query tools such as SQL or similar data extraction technologies	D
Ability to develop clear dashboards and visualisations to communicate performance insights effectively	D
Attributes	
A demonstrable commitment to service excellence and continuous service improvement	E
Highly organised and methodical approach with the ability to manage competing priorities and complex tasks	E
Ability to develop and maintain professional relationships of respect, trust and support with colleagues and stakeholders	E
Proactive approach to identifying opportunities for innovation and improvement	E
Ability to manage change and support the implementation of new systems, processes and technologies	E
Demonstrable personal resilience and ability to remain calm under pressure	E
Flexibility in approach to work including willingness to adjust working hours according to service needs	E
Positive attitude towards safeguarding	E
Commitment to personal development and maintaining knowledge of developments in admissions systems, technology and the higher education sector	E