

# Job Description

<b>Post/Job Title:</b>	<b>Admissions Coordinator</b>
<b>Reference:</b>	
<b>Faculty/Professional Service:</b>	<b>Academic Services</b>
<b>Group/Section:</b>	<b>Admissions</b>
<b>Location:</b>	<b>Any University location</b>
<b>Normal hours per week:</b>	<b>37</b> <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>
<b>Grade:</b>	<b>5</b>
<b>Accountable to:</b>	<b>Admissions Team Leader</b>
<b>Accountable for:</b>	<b>May be responsible for Admissions Officers and Admissions Administrators</b>

## **Job Purpose**

As one of the Admissions Coordinators within the Admissions Team, the post-holder will have day-to-day responsibility for an area of admissions including managing and developing best practice and ensuring the provision of a high-quality customer-focused service that supports the University's strategic objectives.

The Admissions Coordinator will apply their knowledge and understanding of admissions policy and procedures and perform key business processes that underpin admissions to the University, ensuring those processes meet both internal and external regulations.

The Admissions Coordinator 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. Leading and managing the delivery of the work of the Admissions Team and any relevant working groups within Academic Services. This will include areas such as:
  - specialist enquiries
  - application and offer making
  - processing Confirmation of Acceptances for Study (CAS)
  - fee status assessment
  - qualifications review
  - organisation of Confirmation and Clearing
  - organisation of selection activities
  - supporting implementations e.g. partnerships or system changes
  - conversion activities
  - staff training and development
  - compliance related activities
  - projects

- communication and 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 referring on to specialist teams or other experts when limits of own expertise are reached.
  3. Providing line management of individuals within admissions teams within Academic Services including involvement in the recruitment and induction of new staff, conducting appraisals, and identifying and supporting appropriate staff development to ensure an enhanced level of customer service
  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 the team, achieve high levels of Service Excellence and making suggestions for service improvements.
  6. Managing the use of a range of IT systems such as Microsoft Office, SID (enquiry system) and SITS (student records system) and Enrol CAS Shield to ensure records are accurate and up to date, produce reports and provide an excellent information resource for all stakeholders.
  7. Liaising with external organisations such as UCAS, external awarding bodies, Partner institutions and other Higher Education institutions.
  8. Ensure consistency in approach for all work within your area of responsibility and to help manage workloads to meet deadlines
  9. 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 performance measures and monitoring against agreed standards, ensuring that all aspects of work achieve high levels of service excellence
  10. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy
  11. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits
  12. 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

### **Challenges**

With responsibility for managing the work of a team the Admissions Coordinator needs to provide an excellent applicant experience by ensuring that members of the team have clear objectives and build and maintain effective working relationships with specialist teams across BU. At peak periods the workload will need careful prioritisation and the post holder may have to deal with challenging situations whilst always remaining calm and polite.

A commitment to service excellence is also essential.

### **Information Governance Responsibilities**

#### **Data User**

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

### **Admissions Coordinator**

November 2025

### 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**

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

<b>Post/Job Title:</b>	<b>Admissions Coordinator</b>
<b>Reference:</b>	
<b>Faculty/Professional Service:</b>	<b>Academic Services</b>
<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
Proven experience of supervising / coordinating the work of others	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
Experience of line management of individuals or teams	D
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
<b>Skills</b>	
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
Demonstrable ability to manage, understand and interpret complex processes and regulations and explain these to a wide variety of users in an effective way.	E
Proven attention to detail and ability to check own and other peoples' work for accuracy.	E
Proven experience of using data to provide a range of reports.	D
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
<b>Attributes</b>	
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

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<b>SELECTION CRITERIA</b>		<b>Essential/ Desirable</b>
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