Job Description

Post/Job Title:	Admissions Manager (UK)
Reference:	
Faculty/Professional Service:	Academic Services
Group/Section:	Admissions
Location:	Any University location
Normal hours per week:	37 ***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.*
Grade:	8
Accountable to:	Head of Admissions
Accountable for:	UK Admissions Team

Job Purpose

The Admissions 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 Admissions Manager will be responsible for leading an Admissions Team (e.g. the UK or International Admissions Team) ensuring outcomes are aligned to the University's strategic aims. They will understand the imperative to meet the University's stretching student recruitment targets in line with the University's growth trajectories. They will identify business risks and opportunities, and provide flexible, innovative solutions that will deliver on targets. They will be required to support a culture of continuous improvements and to bring forward recommendations that enhance the applicant experience, as well as the experience of internal and external stakeholders.

The Admissions Manager 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. As one of the Admissions Managers within the BU Admissions Team, the post-holder will have overall responsibility for an area of admissions including managing and developing best practice and ensuring the provision of a high-quality service that supports the University's strategic objectives.
2. Leading the organisation and implementation of admissions and related activities across BU including the annual cycle of application and offer making, review of entry requirements and qualifications equivalences, and events such as Confirmation and Clearing, selection activities, and conversion activities.
3. Managing and motivating an Admissions team 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. Maximising the use of technology to support admissions activities, and leading the continuous development of processes, procedures and systems, to ensure the most efficient and effective operation of the service.

5. Providing expert and authoritative guidance on external procedures, admission policies, good practice guidelines, entry requirements, Access and Participation Plan (APP) etc
6. Provide regular performance related data analysis reports to support BU's recruitment and conversion strategy, and which can be used to influence business planning.
7. Ensure that legislation and external regulations and policies are implemented effectively within the admissions strategy and policy (e.g. Office for Students, Access and Participation, UCAS, Fair Admissions, UKVI, Home Office Fees etc)
8. Work collaboratively with colleagues across BU to ensure internal and external admissions needs are being met, develop shared insights, priorities and activities as part of the organisational plan and strategy
9. Lead and/or attend regular 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
10. Working with colleagues in Faculties, Marketing & Communications, Global Engagement, Student Services and Academic Services to develop best practice in relation to the provision of information, data, advice and guidance to enquirers and applicants. This will include managing the process of updating all admissions related information for the BU webpages, FAQs and prospectuses. Working with specialist teams across BU to ensure that information relating to admissions is always up to date.
11. Attending regular development training and national admissions fora to maintain a full understanding of developments in UK Higher Education in particular those that impact on admissions, recruitment and fair access. Playing a key role in assessing the impact of those developments on BU and updating admissions strategy, policy, processes and procedures as appropriate.
12. Be a proactive member of the wider Academic Services team and activity participate in discussions with colleagues both within and outside the University to identify on-going service improvements and opportunities for more effective working practices
13. Ensuring that all aspects of work achieve high levels of Service Excellence. Contributing to continuous improvement by identifying opportunities for process enhancements, the development of performance measures and regular monitoring of performance against agreed standards.
14. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy
15. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits
16. To be a member of the Academic Services Management Team and to contribute to the development and delivery of Academic Services' strategic plans.
17. To contribute to the continuous improvement of Admissions and Academic Services by identifying opportunities for process enhancements, to contribute to the development of performance measures and to regularly monitor performance against agreed standards.
18. Any other duties as may reasonably be required by the Head of Admissions or 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 procedures in order to achieve the University's agreed objectives, priorities and targets.

Internal:	All levels of staff across Faculties and Professional Services, including other Academic Services colleagues, Marketing & Communications colleagues, Global Engagement colleagues, PVC Deans, Deputy Deans, Heads of Department, Heads of Professional Services, Directors of Operations, Education Service Managers.
External:	Applicants and their advisers, Partner Institutions, UCAS, Academic Registrars Council, British Council Offices, Embassies, Government and corporate bodies, Statutory and Regulatory 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

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

Post/Job Title:	**Admissions Manager (UK)**
Reference:	
Faculty/Professional Service:	**Academic Services**

SELECTION CRITERIA	**E**ssential/ **D**esirable
Knowledge (including experience & qualifications)	
Educated to degree level or equivalent (Work experience will be applicable and can substitute for qualifications)	E
Line management experience including recruitment, induction, appraisal and performance management	E
Proven experience of leading and motivating and administrative team to deliver excellent service in a complex environment	E
Previous experience of working within Higher Education and substantial relevant experience of University Admissions	E
Knowledge of key legislation, regulations and policy that govern the admissions process, including the following areas: data protection, consumer protection, UKVI immigration policy, fair admissions and access, student finance and fee status	E
Experience of HE policy development and implementation	D
Experience of liaison with professional, statutory or regulatory bodies in an education context	D
Understanding of current Higher Education issues particularly those connected with University Admissions and Fair Access	D
Skills	
Excellent team leadership, including the ability to motivate team members as well as to influence, negotiate and build relationships with a wide range of stakeholders in the admissions service	E
Analytical and problem-solving skills, including the ability to review existing processes and drive the implementation of improvements	E
Ability to quickly assimilate complex information and provide expert opinion or specialist advice	E
Excellent written and verbal communication skills with an ability to write reports and present complex information in a concise and understandable manner	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
Good numeracy skills and the ability to interpret and communicate statistical information	E
Demonstrable proficiency in using databases or a records system to record and extract information to produce and analyse reports and a high level of computer literacy	E
Ability to review, design and implement processes effectively	E
Attributes	
A demonstrable commitment to service excellence, continuous service improvement	E
Communicating vision clearly and enthusiastically to inspire and motivate others	E
Ability and willingness to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others	E
Ability to develop and maintain professional relationships of respect, trust and support with staff, students and applicants	E
Highly organised and methodical approach and ability to manage conflicting priorities and work effectively under pressure, maintaining accuracy at all times	E
Flexibility and the ability to manage change, working collaboratively with other managers and effectively supporting a team through changes in workload, policy, systems and processes	E
Demonstrable personal resilience, able to keep calm under pressure and deal with difficult situations	E

Person Specification

Post/Job Title:	**Admissions Manager (UK)**
Reference:	
Faculty/Professional Service:	**Academic Services**

SELECTION CRITERIA	**E**ssential/ **D**esirable
and logical approach to problem solving	
Flexible approach to work including a willingness to adjust working hours according to service needs	E
Positive attitude towards safeguarding	E
Showing commitment to personal development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.	E