

Job Description

Post/Job Title:	Admissions Team Leader
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:	6
Accountable to:	Admissions Manager
Accountable for:	Admissions Coordinators, Admissions Officers and Admissions Administrators

Job Purpose

As one of the Team Leaders within the Admissions Team, the post-holder will be responsible 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.

The Team Leader is responsible for leading and managing a team of Admissions Coordinators, Admissions Officers and Admissions Administrators, motivating and supporting them to deliver a high-quality customer-focused service to applicants, their advisers and others involved in supporting the admission of students. They will provide a high level of expertise in 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 Team Leader 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 an 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), organisation of Confirmation and Clearing, organisation of selection activities; conversion activities; communication and adherence to deadlines within the application cycle
2. 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
3. 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.
4. Attend regular meetings/working groups with key stakeholders to ensure two-way communication and liaison, acting as a representative of Academic Services across the university

5. Ensure consistency in approach for all work within your area of responsibility and to help manage workloads to meet deadlines
6. Be a proactive member of the wider Academic Services team and actively participate in discussions with colleagues both within and outside the University to identify on-going service improvements and opportunities for more effective working practices
7. Development of performance measures and monitoring against agreed standards, ensuring that all aspects of work achieve high levels of service excellence
8. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy
9. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits
10. 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

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 Team Leader	
Reference:		
Faculty/Professional Service:	Academic Services	
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 in an admissions function in a higher education institution or similar organisation.		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
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
Previous experience of delivering complex Data Reports		D
Management experience including recruitment, induction, appraisal and performance management		D
Experience of leading and motivating and administrative team to deliver excellent service in a complex environment		D
Experience of working with International clients and an awareness of cross cultural /international issues		D
Skills		
Excellent interpersonal skills, 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 decide on the most appropriate course of action in the circumstances and ability to understand and interpret complex processes and regulations and explain these to a wide variety of users in an effective way		E
Excellent oral and written communications skills, including the ability to write reports, correspondence, procedure and other documentation for a variety of audiences		E
Good numeracy skills and the ability to interpret and communicate statistical information		E
A high level of computer literacy, including knowledge and ability to use MS Office applications and to produce reports in a relevant package, such as Excel, SSRS or PowerBI		E
Attributes		
A demonstrable commitment to service excellence, continuous service improvement		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 and logical approach to problem solving		E
Flexible approach to work including a willingness to adjust working hours according to service needs		E
Positive attitude towards safeguarding		E