

Job Description

Job title	Admissions Officer
School / department	Marketing, Communications and Recruitment
Grade	4
Line manager	Admissions Officer
Responsible for (direct reports)	
Date of creation or review	10/10/2023

Main purpose of the job

To support admissions operations for the University. Deliver a courteous and efficient service for applicants in their seamless journey from enquirer to applicant to student. Provide a professional service to key stakeholders including the universities schools and other departments.

Key areas of responsibility

- Provide excellent customer service to applicants at all times; assisting with face to face enquiries, answering telephone calls and responding to all emails and queries in a timely manner.
- Process applications and admissions decisions in accordance with the University's Admissions Policy, UKVI policies and procedures, and service level agreements.
- Provide support and advice for both students and staff on rules and regulations associated to admissions.
- Recording and management of data in the university student records system.
- Contribute to and utilise the University's knowledge base regarding sector changes and specific issues in relation to compliance and support internal and external audits in relevant areas.
- Support compliance with UKVI and University immigration policies and regulations by preparing files in readiness for CAS to be issued.
- Liaise with schools regarding application decisions.
- Assist with the administration of DBS (Disclosure & Barring Service) checks, including recording DBS information onto the student records database.
- Proactively chase up applicants for missing/additional information to support applications.
- Proactively chase up schools for outstanding application decisions in a timely manner.
- Invite applicants to the university using the student records database, including interviews, auditions, selection days, experience days, open days and pre-enrolment days.
- Support enrolment activities.
- Undertake general administrative duties.

- Ensure all activities comply with internal and external regulations, legislation and guidance (e.g CMA, UKVI, GDPR).
- Assist with ad hoc project work when required.

In addition to the above areas of responsibility the post-holder maybe required to undertake any other reasonable duties relating to the broad scope of the position, commensurate with the post, and in support of the University.

Dimensions / back ground information

This role sits within the Marketing, Communications and Recruitment Department of the University of West London. The Admissions Team's primary objective is to process applications, delivering a service to UK and International markets which is both efficient and effective, supporting the University's academic schools to meet objectives for the size, quality and composition of their student population.

The wider Marketing, Communications and Recruitment Department includes professionals working on communications, events, student recruitment, advertising campaigns and more. Team members are encouraged to work closely together to share knowledge and insights.

Person Specification

	Criteria	Essential or Desirable ¹	Demonstrated ²		
			Application	Interview	Test / Exercise
Qualifications and/or membership of prof. bodies	Educated to A Level (or equivalent) standard.	Essential	X		
	A first degree or equivalent in a relevant area.	Desirable	X		
Knowledge and experience	Experience of working in an admissions office.	Desirable	X	X	
	Knowledge of relevant legislation such as Equality Act, GDPR, Freedom of Information Act.	Desirable	X		
	Understanding of the UCAS process and direct admissions practices.	Desirable	X		
	Knowledge of the UKVI framework and associated policies.	Desirable	X		
	Knowledge of UK and International qualifications.	Desirable	X		
	Experience of using a student records system.	Desirable	X		
Specific skills to the job	Excellent customer service skills.	Essential	X		
	Ability to plan and prioritise workload.	Essential	X		
	Excellent interpersonal and communication skills.	Essential	X	X	
	Strong administrative skills with attention to detail.	Essential	X		
	Excellent time management and organisational skills.	Essential	X		

General skills	Experience of working as part of a team.	Essential	X		
	Willingness to commit to the University's vision and values.	Essential	X		
	Excellent customer relationship skills.	Essential	X		
	Self-motivated with flexible, proactive approach to work.	Essential	X	X	
	Positive approach to self-development.				
Other	Ability and willingness to work outside of traditional business hours, including evenings and weekends.	Essential		X	
	Ability to work at all University sites as required.	Essential		X	

Disclosure and Barring Scheme Is a DBS Check required: DBS This post does not require a DBS check

Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

¹**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

²**Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.