University of East London

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JOB DESCRIPTION

Job Title:	**Head of Student Admissions**
Grade:	**H**
School/Service:	**Student and Academic Services**
Campus:	**Docklands, Stratford, USS**
Responsible to:	**Director of Student & Academic Services**
Responsible for whom:	**Undergraduate Admissions Manager, Postgraduate and International Admissions, Student Admissions Team and temporary staff**
Liaison with:	**University Management Team, Planning, Recruitment and Corporate Systems teams, International Compliance, International Admissions External agencies such as UKVI, UCAS and collaborative partners**

JOB PURPOSE:

To lead the development and implementation of the University's strategy and policy on admissions. To manage the operation, staff and process of student admissions at UEL, ensuring the delivery of an effective, timely and customer focused service which maximises student recruitment to UEL. To manage the strategic development of student admissions processes and policies that fully support Schools in admitting able applicants who succeed at UEL.

MAIN DUTIES AND RESPONSIBILITIES:

- To be responsible for all aspects of the applicant journey and data across the university, to include strategic management information as well as processing, evaluation and reporting on data, including statutory returns to external agencies.

- To work in partnership with senior stakeholders across the university to include not limited to Student Recruitment, Planning, IT, Graduate School, Academic and Employer Partnerships, PVC's, Provost and Deans to deliver relevant UEL KPIs in line with the University strategy.

- Work with senior stakeholders and utilise data analysis and, with the input of the Director of Student Recruitment, develop recommendations / updates / reports that enhance UEL's admissions policies,

- To lead and develop the Student Admissions team in the provision of a first-class admissions service in support of Schools and applicants

- To ensure the work of the admissions team complies with UEL regulations and policies, satisfies external agencies such as the QAA, Home Office, HESA, UCAS and UKCISA and is both responsive and adaptive to the needs of our applicants, staff and external partners

- To develop, implement and manage new efficient and effective IT systems and processes through a process of constant review and updating for the handling of all student applications in line with agreed standards, including online application and paperless processing workflows.

- To lead and manage delegated admissions powers through negotiation and recommendations with Schools to ensure that academic staff are fully supported in assessing and admitting able applicants.

- To provide timely analysis of levels and standards of admissions activity and provide regular management reports on progress with applications. To work with Student Recruitment and IT Services to provide this data to Schools and Services through the commission of standard reports in our management information system.

- To plan, implement, lead and manage all admissions processes required for an effective summer recruitment operation, with particular emphasis on leading our multi-campus summer clearing operation.

- To lead the development and delivery of an annual admissions training programme for academic colleagues and recruitment staff across UEL.

- To effectively recruit and manage staff, implement effective professional training and staff development activities as appropriate; ensuring that UEL principles and procedures of staff employment are implemented within the admissions team.

- To be responsible for ensuring that admissions procedures and practices are compatible with the detection and prevention of student fraud, including identity, visa and qualifications checks.

- To manage and advice both our applicants and academic colleagues on UELs Safeguarding policy in relation to programmes requiring mandatory Disclosure and Barring Service disclosures.

- To manage our nonstandard applicant checks in relation to the admission of under 18s, OH referrals, relevant criminal disclosures for non-mandatory programmes and Professional Body requirments.

- To manage complaints relating to the service provided by the Admissions Team and ensure that outcomes inform future policy and practice.

- To manage the admissions team budget in line with our Financial Regulations and to ensure budgetary constraints are met. To provide exception reports and additional funding requests, as necessary.

- To play an active part in the Service Management Team, contributing to overall Service Strategy and ensuring that admissions strategies and policies integrate and add value to other registry initiatives.

- To ensure that UEL is represented in the national admissions context through liaison and discussion with UCAS, Supporting Professionalism in Admissions and other relevant national groups.

- To ensure that good practice in admissions procedures and policies are communicated to collaborative partners; to offer support and advice to collaborative partners to assist them in realising our recruitment goals and ensuring a comparable experience for UEL collaborative students through regular meetings, training and presentations as appropriate.

- To fully support the work of other Student and Academic Service teams through cross-working at peak periods and the provision of front-line response to students visiting the Student Centre.

- To ensure compliance with legal requirements including the Equality and Data Protection Acts; to respond to Subject Access and Freedom of Information requests relating to admissions within prescribed timescales.

- To undertake university level committee work and other special responsibility, both inside and outside the University, as directed.

- To deputise where appropriate for the Associate Director and to undertake any other duties as reasonable required.

PERSON SPECIFICATION

EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS

Degree or equivalent (A/C)

KNOWLEDGE AND EXPERIENCE

An excellent understanding and working knowledge of all aspects of UK student admissions (including international) and associated regulations in a Higher Education Institution (A/I)
Experience of interrogating large data sets to widen understanding and inform strategy (A/I)
Knowledge and experience of UCAS system and UKVI Tier 4 compliance (A/I)

TEAM MANAGEMENT

Experience of planning, prioritising and organising team tasks and staff to meet deadlines and service deliverables (A/I)
Experience of managing large budgets and forecasting spending across the team (A/I)
Experience of leading, managing and developing a large team with a flexible approach to delivering results. (A/I)
Experience of engaging staff from other areas to support service objectives (A/I)
Actively contribute to building team morale. (A/I)

COMMUNICATION

Ability to analyse, interpret and extract key messages from complex information in order to drive and develop strategy, prioritise key agendas and support colleagues to do the same (A/I)
Experience of designing and implementing policy (A/I)
Ability to engage a wide range of staff through training and working groups (A/I)
Proactively working with others to achieve institution objectives (A/I)

LIAISON AND NETWORKING

Experience of working across team and service boundaries to build and strengthen working relationships and systems. (A/I)
A strong, demonstrable commitment to personal professional development, networking, and promotion of the organisation (A/I)
Engagement in external networks to enhance internal practices (A/I)

SERVICE DELIVERY

Experience of anticipating and identifying the need and benefits for change and develop strategies in line with the Universities KPIs (A/I)
Experience of change management (A/I)
Experience of monitoring service delivery and quality (A/I)
Strong working knowledgeable about student information databases, with the ability to amend and adapt IT systems to deliver student facing solutions (A/I)

OTHER ESSENTIAL CRITERIA

Excellent attention to detail (T)
Commitment to provide equal opportunity in a diverse and multicultural environment (A/I)
Depth of knowledge of data protection and freedom of information policies (A/I)
Willingness to work additional hours at peak periods as necessary (A)
A willingness travel between the University sites and occasional travel off-site (A)

Criteria tested by Key:
A = Application form, C = Certification
I = Interview, T = Test