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| **Job Title** | **Admissions Officer** |
| **School / Service** | **External Relations** |
| **Grade and Salary Range** | **D** |
| **Location and Hybrid working status** | **Docklands, Stratford, USS** |
| **Reporting to** | **Admissions Manager** |
| **Responsible for** | **Temporary staff at peak periods** |
| **Liaison with** | **Admissions Tutors, student recruitment teams External agencies including UCAS, Home Office and collaborative partners** |
| **Contract type** | **Permanent - fulltime** |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**JOB PURPOSE**

To carry out all necessary administrative duties regarding the receipt, recording and processing of student applications so that the Student Admissions Team delivers a professional and customer focused service which makes a major contribution to student recruitment and satisfaction at UEL.

**KEY DUTIES AND RESPONSIBILITIES**

* To record and process student applications efficiently, making decisions in line with agreed criteria and managing referrals to Schools and Services where academic or professional judgement is required, including gathering of additional information, booking of entrance assessments and qualifications advice.
* To act as account manager for a designated School, providing support for and guidance on application processes and systems. To provide in-person support at admissions events and assessments.
* To assess applicants’ fee status in line with current UKCISA regulations, and to provide advice to both applicants and colleagues within Schools and other Services.
* To be responsible for issuing Confirmation of Acceptances of Studies (CAS’) to international applicants, efficiency and accurately and lead on process and systems improvements – in line with Home Office requirements.
* To work within prescribed policies and procedures, including UEL, UCAS, professional bodies and Home office regulations.
* To support the maintenance of admissions systems through the gathering of interview, audition and portfolio day information and timely entry into the application database.
* To participate in the delivery of appropriate training and briefing sessions for academic and administrative staff on UEL’s admissions policies and processes.
* To assume personal responsibility for the completion of his/her specified duties in a professional manner. To engage positively with the training and support provided to perform role.
* To review his/her involvement in student admissions functions and to recommend to the Admissions Manager ways of improving the service offered so that:
  + It becomes more responsive to the needs of users;
  + It emulates best practice at other institutions of higher education;
  + It ensures compliance with Home Office, HESA and QAA requirements.
* To participate in Open Days, Open Evenings, Clearing and Enrolment Centres and other student recruitment and registration events.
* To fully support the work of other Student Registry teams and the Student Centre through cross-working at peak periods and the provision of front-line response to students visiting the Student Centre.
* To assist in the detection and prevention of student fraud through the checking of applicant information, including identity, visa and qualifications documents.
* To undertake such other duties as may be required from time to time by the Admissions Manager.
* To work in accordance with UEL’s Equal Opportunity and Data Protection Policies.

**KNOWLEDGE, SKILLS, AND EXPERIENCE**

**Essential**

* An interest in student administration
* Experience of using information technology including MS Office (including Excel) and databases
* Experience of planning, prioritising and organising your own work or resources and proactively working with others to achieve team objectives
* Experience of being supportive and encouraging of others, with a flexible approach to delivering team results. Actively contribute to building team morale.
* Experience of working across team boundaries to build and strengthen working relationships and systems. Participating in networks to benefit own area of work.
* Experience of exploring and seeking ways to improve and adjust levels and quality of service

**Desirable**

* Knowledge and experience of student administration

**COMPETENCIES REQUIRED**

* Ability to receive, understand and convey complex information that needs careful explanation or interpretation e.g. procedures or regulations
* Excellent attention to detail

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Essential**

* A Level or equivalent

**Desirable**

* Degree or equivalent

**OTHER ESSENTIAL CRITERIA**

* Commitment to provide equal opportunity in a diverse and multicultural environment
* Commitment to UEL’s vision and values (A/I)
* Willingness to work additional hours at peak periods as necessary to get the job done
* A willingness to accept travel between University sites and occasional travel off-site

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!