

**JOB DESCRIPTION**

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| **Job Title** | **Admissions Manager** |
| **Service** | **External Relations** |
| **Grade** | **F** |
| **Location and Hybrid working status** | **Docklands** |
| **Reporting to** | **Head of Student Admissions** |
| **Line management for** | **Admissions Staff** |
| **Key working relationships: Internal** | **Wider University community** |
| **Key working relationships: External** | **Undergraduate and Postgraduate applicants, national agencies** |
| **Contract type/ Hours** | **Permanent, Full time (35 hours per week)** |

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](https://www.uel.ac.uk/about/vision-2028), 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.

**BRIEF OVERVIEW OF EXTERNAL RELATIONS DIRECTORATE:**

The directorate is made up of several teams including Admissions, Communications & Engagement, Marketing, Recruitment and Conversion, Outreach and Access, Change, and Transformation (Design and Digital), Events and Advancement, and the International Office.

The Admissions team provides several essential services which are central to meeting the University’s recruitment targets and ensuring the admission of high-quality students.

**JOB PURPOSE**

The role of the Admissions Manager is to provide operational leadership of admissions activity in managing applications. The post holder will ensure that the Admissions team delivers an effective, timely and customer-focused service that supports Schools and applicants whilst maximising student recruitment and satisfaction.

**KEY DUTIES AND RESPONSIBILITIES**

* To manage admissions staff and to supervise and direct their work accordingly to achieve UEL’s recruitment objectives.
* To play an active part in developing, implementing and monitoring effective and efficient systems for the handling of student applications to the University; to take specific responsibility for implementing an efficient admissions process in collaboration with schools, partner institutions and other stakeholders.
* To contribute to the development of the admissions policies via positive participation in various University-wide committees whilst ensuring compliance with external agencies such as the Office of Students (Ofs), UK Visas and Immigration (UKVI), Department of Education (DfE) and UCAS.
* To act as the designated University contact with external admissions systems, such as UCAS and DfE Apply, to have an excellent understanding of the systems; to ensure this knowledge is kept up to date and shared amongst all stakeholders responsible for admissions and recruitment.
* To deliver appropriate admissions training and briefing sessions for academic and Professional Service colleagues across the institution, on qualifications, entry requirements, admissions policies and processes.
* To substantially support the Head of Student Admissions in agreeing entry requirements and delegated powers with Schools; instigating review where necessary.
* To support the Systems and Courses team, Marketing and Schools in maintaining external course databases, particularly with regards to entry requirements.
* To monitor and maintain the data transfer between the UEL database and external admissions systems e.g. UCAS and DfE Apply; to identify, manage and delegate any subsequent data cleaning/amendment tasks.
* To ensure maximum effectiveness of existing and future ICT systems by proposing and implementing the effective use of technology in supporting our service through regular liaison with the IT Services team.
* To support the management and organisation of Clearing and Late Summer Recruitment Operation and ensure it supports international recruitment.
* To assist in the timely production of management information for the University Management Board consideration; solely responsible for this reporting when deputising for the Head of Student Admissions.
* To be responsible for maintaining the Online Admissions Office, including allocating workflow and referral groups.
* To support the Head of Student Admissions with reviewing fraudulent claims / qualifications and communicating with applicants and awarding bodies as necessary. To liaise with the International Compliance team on matters of visa fraud/query.
* To support the Head of Student Admissions in responding to complaints and appeals through investigation and information gathering.
* To regularly attend and participate at national admissions conferences; presentation of key issues and themes to colleagues across UEL as part of sharing of best practice / in house training.
* To undertake the day-to-day management of the admissions team, notably through leave authorisation, sickness monitoring, recruitment and selection activities (including temporary members of staff) and the performance of annual reviews.
* To fully support the work of other Professional Service teams through cross-working at peak periods and the provision of front-line response to students visiting the Student Hubs.
* To assist the Head of Student Admissions with the day-to-day management of the team and deputise when required.

The duties and responsibilities outlined above provide a general overview of the range of tasks that a **Admissions Manager** at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are **Passion, Inclusion, Courage**, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

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| --- | --- | --- |
| Education and Qualifications | Essential | Desirable |
| Degree in relevant field or equivalent professional experience |  |  |
| Experience/Knowledge |  |  |
| Substantial experience of student administration, including admissions |  |  |
| Experience of using information technology to manage large data sets and deadlines |  |  |
| Knowledge and experience of International Student visa compliance and regulations |  |  |
| Experience of planning, prioritising and organising team tasks and staff to meet deadlines and service deliverables |  |  |
| Experience of managing a team with a flexible approach to delivering team results. |  |  |
| Experience of working across team boundaries to build and strengthen working relationships and systems |  |  |
| Experience of monitoring service delivery and quality |  |  |
| Experience of exploring and seeking ways to improve and adjust levels and quality of service |  |  |
| Experience of student administration in a Higher Education institution |  |  |
| Experience of using a student database at a Higher Education institution |  |  |
| Skills/Abilities |  |  |
| Able to actively contribute to building team morale |  |  |
| Able to receive, understand and convey information that needs careful explanation or interpretation e.g. procedures or regulations |  |  |
| Able to engage a wide range of staff through training and working groups |  |  |
| Able to proactively working with others to achieve institution objectives |  |  |
| Able to Engage in external networks to enhance internal practices |  |  |
| Excellent attention to detail |  |  |
| Other Competencies required |  |  |
| Commitment to provide equal opportunity in a diverse and multicultural environment |  |  |
| Willingness to work additional hours at peak periods, as necessary |  |  |

**Further Information:**

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.