

**JOB DESCRIPTION**

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| **Job Title:** | Admissions Officer |
| **Service:** | External Relations Directorate |
| **Grade:** | D |
| **Campus:** | Docklands, Stratford, USS |
| **Responsible to:** | Admissions Manager |
| **Responsible for whom:** | Temporary staff at peak periods |
| **Liaison with:** | Admissions Tutors, student recruitment teams External agencies including UCAS, Home Office and collaborative partners |
| **Contract Type:** | Permanent, Full time |

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

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 3 of its transformational 10-year [Vision 2028 strategic plan](https://www.uel.ac.uk/about/vision-2028) led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities, comprising of one of the most diverse staff populations in the UK, we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of Universities to have achieved the Race Equality Charter Award, we continue our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**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.

**MAIN DUTIES AND RESPONSIBILITIES:**

**The following duties and responsibilities are intended to give a broad indication of the variety of tasks that an Admissions Officer in the University may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted when this is necessary.**

* 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 guidance, 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 the Academic Registry teams and the Student Hub through cross-working at peak periods and the provision of front-line response to students visiting the Student Hub.
* 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.

**PERSON SPECIFICATION**

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Essential criteria**

* A Level or equivalent (A/C)

**Desirable criteria**

* Degree or equivalent (A/C)

**KNOWLEDGE AND EXPERIENCE**

**Essential**

* An interest in student administration (A/I)
* Experience of using information technology including MS Office (including Excel) and databases (A/I)

**Desirable criteria**

* Knowledge and experience of student administration (A/I)

**PLANNING AND ORGANISING**

* Experience of planning, prioritising and organising your own work or resources and proactively working with others to achieve team objectives (A/I)

**TEAMWORK AND MOTIVATION**

* Experience of being supportive and encouraging of others, with a flexible approach to delivering team results. Actively contribute to building team morale. (A/I)

**COMMUNICATION**

* Ability to receive, understand and convey complex information that needs careful explanation or interpretation e.g. procedures or regulations (A/I)

**LIAISON AND NETWORKING**

* Experience of working across team boundaries to build and strengthen working relationships and systems. Participating in networks to benefit own area of work. (A/I)

**SERVICE DELIVERY**

* Experience of exploring and seeking ways to improve and adjust levels and quality of service (A/I)

**OTHER ESSENTIAL CRITERIA**

* Excellent attention to detail (A/I)
* Commitment to provide equal opportunity in a diverse and multicultural environment (A/I)
* 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)
* A willingness to accept travel between University sites and occasional travel off-site (A)

Criteria tested by Key:

A = Application form

C = Certification

I = Interview