



University of East London

Pioneering Futures Since 1898

Job Title	Admissions Manager
School / Service	External Relations
Grade and Salary Range	Grade F
Location and Hybrid working status	Docklands
Reporting to	Head of Student Admissions
Contract type	Permanent Full Time

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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

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

The following are the main accountabilities for the job. This list is non-exhaustive and other duties commensurate with the grading of the job, may also be assigned to suit as the University needs require.

- 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.

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

- Degree or equivalent
- Substantial experience of student administration, including admissions
- Experience of using information technology to manage large data sets and deadlines
- Knowledge and experience of 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.
- Actively contribute to building team morale.
- Ability to receive, understand and convey information that needs careful explanation or interpretation e.g. procedures or regulations
- Ability to engage a wide range of staff through training and working groups
- Proactively working with others to achieve institution objectives
- Experience of working across team boundaries to build and strengthen working relationships and systems.
- Engagement in external networks to enhance internal practices
- Experience of monitoring service delivery and quality
- Experience of exploring and seeking ways to improve and adjust levels and quality of service
- Excellent attention to detail
- Commitment to provide equal opportunity in a diverse and multicultural environment
- Commitment to UEL's vision and values
- Willingness to work additional hours at peak periods, as necessary
- A willingness to accept travel between University sites and occasional travel off-site

Desirable

- Experience of student administration in a Higher Education institution
- Experience of using a student database at a Higher Education institution
- Experience of International admissions and an understanding UKVI student visa requirements

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!