



Edge Hill
University

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OF THE YEAR



Senior Admissions Manager

Reference: EHA2338-0523
Salary: £43,155 - £48,423 per annum
Grade 9, Points 36–40
Contract Type: Permanent
Hours: Full Time (36.25 hours per week)
Location: Ormskirk

Accountable to: Director of Student Recruitment & Admissions

Reporting to: Head of Student Recruitment & Admissions





About the Role

The primary purpose of this pivotal role is the effective leadership and management of the University's Admissions team, overseeing a crucial part of the student journey, ensuring an outstanding service for applicants and aiding their conversion into enrolled students of the University.

You are responsible for the operational management and direction of the University's Admissions activities, including supporting the provision of high-quality management information and data analysis to support student recruitment monitoring and planning and operations.

You will manage the operational Admissions leads as well as have overall managerial responsibility for the Admissions team, ensuring effective collaborative working across Admissions, Recruitment, Registry, and the University Faculties.

This senior role will be responsible for the implementation of external compliance procedures relating to student recruitment (e.g. Tier 4/Student Route, Ofsted, PSRBs, UCAS, DfE, CMA, Data Protection).

In each academic cycle the work of the department involves the processing of around 20,000 applications leading to the conversion of applicants to students to the point of enrolment. This role will involve the management of high volumes of applications and related queries at pace, but with careful attention to detail, quality control and a keen eye on regulatory governance.

In order to ensure that there is a cycle of continuous improvement across the Admissions function. This will involve maintaining crucial data sets and information – drawing from regular year-on-year admissions reports, enquiries trends and data interrogation for use in improving throughput and customer experience and responding to changes in the external environment and new changes within the University such as the development of additional programmes and modes of study.



Duties and Responsibilities

Leadership and Management

1. To lead and manage the staff within Admissions so that they feel valued and empowered while at the same time deploy staff as necessary to deliver and develop the core Admissions activity and ensure it is well understood across the University.
2. To take senior operational lead responsibility for improving admissions processes and systems to ensure a high-quality, seamless applicant experience.
3. Evaluate existing service provision and develop sustainable solutions to enhance and maximise service quality, efficiency, and continuity to ensure that Admissions delivers a professional, high-quality enquiry and application service that supports offer to enrolment conversion.
4. Lead the development of high-quality information, advice, and guidance to applicants, ensuring effective connectivity between Admissions, Recruitment and Marketing– identifying any gaps in a user journey and pro-actively seek improvements.
5. Leading such recruitment/admissions activities/projects as appropriate (e.g., Confirmation and Clearing and Applicant Interview Events) to ensure the continuous improvement of the service, including supporting the Department Senior Leadership Team with budget management, risk management and business continuity planning.
6. To inculcate an awareness of the University's commitments to Widening Access, Equality, Diversity, and Inclusion across the wider team and ensure that changes to process and procedure have due regard for these policies.
7. To ensure variations/non-standard applications and special admissions cases have full consideration and are dealt with appropriately. To include overall responsibility for dealing with service-related complaints.
8. As a manager the post holder has a responsibility to ensure that policies and procedures are followed and that staff receive appropriate induction, training, and support, that absence is managed and recorded and that their direct reports receive an annual appraisal.



Systems

9. To contribute to the development of a coherent student systems strategy to support and deliver effective, high quality and efficient student administrative processes.
10. To identify system enhancement opportunities, liaise with colleagues to scope requirements and ensure that developments are delivered on time.
11. To have lead management of the University's admissions databases including controlling communications with clearing houses such as UCAS and acting as the university's Correspondent with such bodies, ensuring that all appropriate staff are aware of changes to practice.

Data and Reporting

12. Working closely with the Market Insight Team to enhance the data capabilities of Admissions and with the Recruitment Team on the further integration of CRM capabilities across Admissions.
13. To support the provision of high-quality management information and data analysis to support student recruitment monitoring and planning and operations. This will involve maintaining crucial data sets and information – drawing from regular year-on-year admissions reports, enquiries trends and data interrogation for use in improving throughput and customer experience.

Policy, Strategy & Regulation

14. Advise the University on appropriate policy, strategic and operational developments as required. This will involve sectoral wide research and internal and external networking and environmental scanning activities to ensure the local, national, and international context are considered in policy and operational developments/plans.
15. To be responsible for the development and implementation of the University's Admissions Policy. To guide and influence key staff/stakeholders as appropriate and to ensure the university is compliant with UCAS, the Home Office and other regulatory body requirements.
16. To be responsible for promoting and monitoring policies and procedures and standards established for data quality within the team and collaborating with the Planning Unit and Data Support team accordingly.

17. To contribute to the development and implementation of University strategies, leading in the development of proposals to meet and support University wide goals surrounding Admissions and to agree standard entry criteria with each Faculty.
18. To ensure that the University Terms and Conditions for applicants and students as well as the Admissions policy is updated on an annual basis in line with sector, national or internal policy requirements.
19. This area of the University's business deals with a great deal of personal and sensitive data. Consequently, part of the responsibilities of the post will be to ensure that all staff that are within the Admissions unit comply with the university's policies and procedures in this area.

Engagement

20. To be the primary UCAS and DfE Apply contact with the University and to be responsible for the planning and execution of Clearing and Confirmation operations.
21. To be the DBS signatory and/or account manager for the DBS data partner and, where appropriate, Occupational Health Contract management.
22. To work collaboratively with Faculties to plan, manage and deliver Admissions activities which support the achievement of recruitment targets.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers





Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

It is important to note that the successful applicant will be required to undertake an enhanced disclosure for you from the Disclosure and Barring Service and that this will form part of the conditions of offer of employment.





Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1.	A first degree or equivalent relevant professional experience.	*		A
2.	A PG management qualification or significant evidence of continued professional development.		*	A
Experience and Knowledge				
3.	Effective leadership and management in a UK HE admissions context with previous experience of UCAS etc. – providing an understanding of current issues related to UK HE Recruitment.	*		S/I/T
4.	Experience of initiating and leading change to bring about service delivery improvements.	*		S/I
5.	Outstanding leadership, management, and organisational skills, including of teams engaged in complex logistical procedures. With the ability to enable a team to work together and to prioritise workload to meet tight deadlines and targets.	*		S/I/T
6.	Proven experience of managing staff to provide a high standard of service support through motivating others, problem solving, using initiative, and handling complex issues.	*		S/I
7.	Experience of working with and influencing senior management.	*		T
8.	Experience of identifying training needs development and delivering training.	*		A
9.	Experience of managing or delivering services relevant to the HE student life cycle.		*	A
10.	In depth knowledge of business processes, including review, re-engineering, and enhancement.		*	A
11.	Previous experience of compliance – UKVI.		*	A





		Essential	Desirable	Method of assessment (A/S/I/T/P)
Abilities and Skills				
12.	Highly developed interpersonal skills and the ability to interact and persuade a wide range of colleagues.	*		S/I/T
13.	Excellent communication skills, including excellent written and numerical skills.	*		S/I/T
14.	Capable of challenging existing processes and influence comprehensive buy-in to new ways of working through policy development and implementation.	*		S/I/T
15.	Excellent planning, analytical and problem-solving skills.	*		T
16.	Excellent organisational skills, ability to keep records and pay attention to detail	*		A
17.	Able to effectively engage with students and staff on a range of issues (at all levels and of different backgrounds) while remaining professional at all times.	*		I/T
18.	Ability to handle conflict and difficult behaviours and experience of using skills in confrontational situations.	*		I/T
19.	Sound judgement with the confidence to take, and take responsibility for decisions in complex, pressured situations.	*		I/T





How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11:59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy, please contact: Simon Jenkins, Head of Student Recruitment & Admissions at simon.jenkins@edgehill.ac.uk

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.

