



## Admissions Officer

<b>Reference:</b>	EHA0858-0324
<b>Salary:</b>	£27,181 - £29,605 per annum Grade 5, Points 19-22
<b>Contract Type:</b>	Permanent
<b>Hours</b>	Full Time (36.25 hours per week)
<b>Location</b>	Ormskirk
<b>Accountable to:</b>	Head of Student Recruitment & Admissions
<b>Reporting to:</b>	Admissions Manager



## About the Role

Responsible for the day-to-day operational delivery of the administrative and clerical admissions processes from application to the point of enrolment, undertaking a key role in ensuring first-rate customer service is delivered both internally and externally.

The post will undertake work across all areas of admissions activity but will specialise in a particular area (e.g. as the link for a particular Faculty or area of admissions activity) acting as the point of contact for internal stakeholders across the University, liaising with and updating them on admissions matters.

## Duties and Responsibilities

1. To assess applications and administer the admissions process in a fair and equitable manner, as outlined in the University's Admissions Policy.
2. To lead the day-to-day operational delivery of admissions activity for your designated area of responsibility (e.g. Faculty of Health, Postgraduate & PGCE etc.) This includes:
  - Working with the Admissions Managers to plan and manage workloads, outlining when you will require additional support from Admissions Assistants at peaks in the application cycle.
  - Ensuring efficient application processing to allow for service level response and turnaround times to be met and for decisions to be communicated to applicants in a timely and accurate manner.
  - Ensuring consistency in selection procedures and offer making to provide a fair and equitable admissions process across your programmes.
  - Working closely with academic colleagues to ensure that the number of offers made meets agreed target levels, alerting the Admissions Managers to any issues which may arise.
  - Conducting initial assessments of applications to determine fee status.
3. Responsible for line managing an Admissions Assistant(s), providing regular support and advice via 1-2-1 meetings and identifying training and development requirements through the Performance Review process, to ensure a culture of continuous improvement and development within the Admissions function.
4. Advise and brief Admissions Tutors and other Faculty/Departmental staff in terms of policy and procedures and ensure compliance of decision making processes with the policies of the institution, acting as a source of specialist knowledge for colleagues in relation to the admissions process, entry requirements, regulatory body standards and requirements.



5. Ensure own understanding of policy changes affecting applicants, such as financial regulations, equal opportunities, educational developments, curriculum changes, etc.
6. Play a pivotal role in the applicant-centred approach within the Admissions Team, enhancing the applicant experience by responding to queries in a personalised, supportive, positive manner and fully engaging with individual applications, flagging any relevant information or support needs to internal departments, working with them to ensure the applicant is supported through their prospective student journey.
7. Support the University's widening participation objectives by ensuring that EDI and fair access principles are embedded across all admissions activity, and that widening participation applicants are supported through the process in collaboration with staff from across the University.
8. Make a positive contribution to the ongoing review and development of Admissions policy, processes and procedures, including responding to customer service requests to initiate changes to processes and be proactive in the review and modification of service delivery.
9. Proactively contribute to the ongoing development of software and systems, to include testing of new software releases to ensure it meets the needs of the Admissions Unit and the University.
10. Provision of management information and statistical data to the Admissions Management team as required, for inclusion in reports to Directorate, Faculties, Academic Board, etc.
11. Stay up to date with higher education, and admissions specific, sector developments via engagement with publications, networks and attendance at conferences/events as appropriate.
12. Undertake admissions activity across the breadth of the team, supporting wherever required, depending on volumes and peaks throughout the cycle, as determined by the Admissions Managers. Undertake such other relevant duties and responsibilities, appropriate to the grade, as may be determined from time to time by the Admissions management team. This may include assistance in the delivery of University-wide responsibilities such as Enrolment, Open Days, Graduation Ceremonies, compiling data for statutory returns etc.



**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
- g) Proactively consider accessibility and ensure appropriate quality assurance of templates, documents and published outputs using software such as Microsoft Accessibility checker and Blackboard Ally



## 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 expected that the post holder will work flexibly according to the demands and responsibilities of the job. Some weekend and evening work is required.

It is important to note that the period around A Level Results Day is a busy, pivotal time for the Admissions Team. As such, it is not possible for annual leave to be taken during these peak periods in August, except for in exceptional circumstances.





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)
<b>Qualifications</b>				
1.	Educated to degree level or have relevant work experience	*		A
<b>Experience and Knowledge</b>				
2.	Experience of working in the Higher Education sector, preferably within an admissions role		*	A
3.	Experience of successfully supervising or managing staff		*	S/I
4.	Experience of working in a “volume processing” operation with a requirement to provide first rate customer service and care	*		S/I
5.	Experiencing of working to specific targets and creating and amending processes in order to achieve them	*		S/I
6.	Knowledge and awareness of higher education admissions, and current themes and challenges in the sector	*		S/I
7.	Knowledge and demonstrable skills in using systems and in records management	*		S/I
<b>Abilities and Skills</b>				
8.	Commitment to providing high quality customer service, ensuring continuous improvement	*		I
9.	Excellent IT skills to include databases, email, word processing, spreadsheets and data retrieval and reporting	*		T/I
10.	Excellent communication and interpersonal skills and the ability to deal with a variety of people in a firm yet sensitive manner	*		S/I
11.	Ability to work quickly, accurately and reliably with large volumes of information, particularly when under pressure	*		T/I



		Essential	Desirable	Method of assessment (A/S/I/T/P)
12.	A high degree of self-motivation, flexibility and reliability	*		I
13.	Discretion and the ability to handle sensitive and confidential information with diplomacy and tact	*		I

## 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, you may wish to contact: Chris Yates, Admissions Manager at [Yatesc@edgehill.ac.uk](mailto:Yatesc@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.*