

Admissions Officer

Job Specification

JOB DESCRIPTION

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|---------------------------|---|
| Employment status: | Permanent, full time. |
| Hours: | Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m. |
| Location: | Horizons, 60 Queen's Road, Reading, RG1 4BS however please note we are working flexibly due to the pandemic (home/remote, office, or a combination) <i>Happy to talk flexible working and reasonable adjustments</i> |
| Department: | Commercial and Business Development |
| Manager: | Head of Admissions |
| Liases with: | Prospective students, Academic Team, Finance Team, Enterprise Business Development Team, Marketing Team, other UCEM departments, sponsoring employers, external validating partners |

Summary of the role

This is a fantastic opportunity to work within the Admissions and Enquiries Team, assisting with all aspects of the recruitment of students on to UCEM's programmes, helping students maximise their potential and realise their academic ambitions. You will offer information and advice, process applications through UCEM's SITS student database, and collaboratively work towards institutional targets for the recruitment of students. You will ensure adherence to QAA requirements, the Matrix standard, UCEM Code of Practice, and the requirements of validating and funding bodies. Working in a busy and lively team, you will also contribute to the teams' continuous improvement ethos by proactively suggesting process improvements, particularly around the conversion of UCEM enquirers and applicants.

Duties and responsibilities

- Support applicants by processing applications for UCEM academic programmes efficiently, ensuring applicant data is recorded accurately in SITS (our student records database).
- Assess student applications and make offer and exemption decisions in line with agreed criteria and within agreed Service Level Agreements (SLAs).
- Advise, counsel, and provide relevant information to applicants to enable them to make an informed decision about their programme.
- Liaise with the Academic Team regarding application referrals, where the decision cannot be made within the Admissions and Enquiries Team.
- Ensure student applications are properly vetted, including interpreting international comparison information provided by [UK NARIC](#).
- Communicate application decisions and send registration information to applicants via SITS.
- Promptly respond to enquiries from prospective students, their parents, and employers in a timely, professional, and friendly manner.

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- Track student applicants through the admissions process and carry out pro-active follow-ups to ensure maximum conversion rates.
- Assist the Head of Admissions with conversion strategies to ensure student application and conversion targets are met.
- Participate in student recruitment events including, but not limited to, online events and open days.
- Maintain a set of process and guidance documents for the team.
- Provide statistics on admissions data for relevant internal staff.
- Comply with relevant QAA procedures, UCEM Academic Framework and, where appropriate, the regulations of our validating partners.
- Undertake other such duties of a similar nature that fall within the scope of the role and which may be required from time to time.

Line management responsibilities

None

Financial accountabilities

None

PERSON SPECIFICATION

A = Application/CV I = Interview T = Test

| Qualifications and training* | | | |
|--|-------------------|--|-------------------|
| Essential | How tested | Desirable | How tested |
| Strong literacy and numeracy skills; you must have GCSE English and Maths (or equivalent) at minimum Grade C | A | Further or higher education qualification(s) | A |
| | | Customer service and/or telephone skills training | A |
| *Please be aware that as part of our onboarding processes, we will seek evidence of academic and/or professional qualifications detailed on your application | | | |
| Previous experience | | | |
| Essential | How tested | Desirable | How tested |
| Office and administration work, relating to providing customer service | A I | In a similar role within the same or similar sector | A |
| Using a database as part of your job role | A I | Working within a quality assurance framework | A I |
| Skills, knowledge and aptitudes | | | |
| Essential | How tested | Desirable | How tested |
| Strong communication and listening skills, with a strong focus and commitment to providing excellent customer service | A I | Experience and understanding of international qualifications and admissions work | A I |

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|--|-------------------|---|-------------------|
| Committed to quality and following processes and procedures | A I | Ability to demonstrate sensitivity and diplomacy when communicating information. | A I |
| Time management and organisation skills | A I | Knowledge of SITS or similar student or customer records database | A I |
| Strong attention to detail | A I T | | |
| Ability to remain calm and maintain accuracy in your work when under pressure at busy times, or when deadlines are approaching | A I | | |
| Ability to use own initiative to undertake and progress work | A I | | |
| Strong IT ability, including the adoption of new technologies | A I T | | |
| Team player | A I | | |
| Passion for continuous improvement | A I | | |
| Positive, enthusiastic attitude | A I | | |
| Other or special requirements | | | |
| Essential | How tested | Desirable | How tested |
| Commitment to Student Success; at UCEM we all work hard to make sure that our students are successful | A I | Ability to work additional hours if required – reasonable prior notice will be given for this; this might be due to peak workloads or holiday cover | A I |
| VALUES – we expect all new employees to demonstrate our values at work | | | |
| <i>We will test these as part of the interview process</i> | | | |
| Passion – we care | | | |
| <ul style="list-style-type: none"> • We want each and every one of our students to succeed • We do the right thing by our students and customers; that means we do whatever we can to ensure that no student falls behind in their studies, and that no customer is unhappy with the service they receive | | | |
| Integrity – fairness first | | | |
| <ul style="list-style-type: none"> • We model integrity in everything we do • We never compromise on honesty or trustworthiness • We adhere closely to laws and compliance standards • We do what we say we will do, and fulfil our promises to staff | | | |
| Excellence – we aim high | | | |
| <ul style="list-style-type: none"> • High standards drive everything we do • We deliver excellence, strive for continuous improvement and respond dynamically to change • Each one of us is personally responsible and accountable for the quality of whatever we do • We listen to our students and understand their expectations | | | |

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- We strive to exceed expectations in quality and delivery

Support – we support and respect each other

- At UCEM each member of staff does everything they can to help other staff and students to achieve their goals
- We respect others and their opinions, we are open to ideas, we trust each other
- We promote a supportive working environment across UCEM that extends to our students
- We value and reward each individual's skills, working towards common goals with shared objectives and through collaborative practice

SAFEGUARDING AND PREVENT

Please note any appointment to this post is conditional upon and subject to an enhanced certificate (criminal record check) issued by the Disclosure and Barring Service (DBS), which will also include a check of the DBS Barred Lists.

If you are appointed to this post you will also be required, as part of your induction training, to undertake training relating to safeguarding and Prevent. This training will be both face-to-face and online. Any prior training in these areas is helpful, however it will not make you exempt from undertaking training with us.

BENEFITS

- Salary £23,334 per annum. Full Time Equivalent.
- 24 days paid holiday (rising with service to 27) plus paid bank / public holidays and up to 5 paid closure days; all per holiday year Full Time Equivalent. Holiday buy/sell available.
- Salary exchange pension scheme (auto-enrolment to the People's Pension). You will automatically be opted-in to salary exchange (the term we use for salary sacrifice). You may opt-out.
- Employee Assistance Programme and wellbeing support.
- Horizons: There are limited paid parking spaces however you may ask to join the Waiting List. There is no guarantee you will be successful in obtaining a space before or after commencing employment, so you will need to consider alternative travel arrangements. *Please note these arrangements may vary due to the current pandemic.*
- Cycle to Work salary sacrifice scheme and access to Tax-Free Childcare (Government scheme).
- Voluntary Healthcare Scheme.
- Charity giving.
- Access to IT and retail discounts.
- Life assurance provision.

On the jobs page of our website you will find the full list of employee benefits at UCEM

APPLICATION PROCESS

Preferably by email to recruitment@ucem.ac.uk

Please send the following documents:

- 1) Your up-to-date CV;
- 2) A covering letter outlining your suitability* for the role with your salary details; and
- 3) A completed **Recruitment Check Form**, available from the jobs section of our website at www.ucem.ac.uk

*We hope that you take time to consider the UCEM Values when you prepare your job application; you may also wish to consult our vision and strategy document: <https://www.ucem.ac.uk/wp-content/uploads/2019/08/UCEM-Vision-brochure-Digital.pdf>

Internal applicants are advised to inform their line manager of their application.

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Informal discussion

If you are unsure whether to apply for this vacancy as you don't meet every essential element of the Person Specification above, we strongly encourage you to call the hiring manager (details below) to discuss your skills and experience. If you are excited by this role, do not rule yourself out; it still might be worth submitting an application.

For an informal discussion about the role please contact Stephen Bartle on 0118 921 4684 or email s.bartle@ucem.ac.uk.

For any other enquiries please contact HR on 0118 467 2433 / 2349 / 2243 or email recruitment@ucem.ac.uk.

NO AGENCIES – WE DO NOT USE AGENCIES NOR CAN WE ACCEPT CV SUBMISSIONS

Closing date

Wednesday 14 April 2021 at 5.00 p.m.

Interview date

Dates for interview will be advised to you later in this process.

Please note, applications may be reviewed as and when they are received, so you may be invited to interview ahead of the closing date. Due to the current pandemic, you are advised that we may carry out interviews over Zoom, rather than inviting you to visit our Reading office.

Please be prepared that there may be a two-stage interview process, held on different dates. As part of any interview process with UCEM, you will meet with a member of the Senior Leadership Team; subject to availability this may be a Zoom or telephone interview.