**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Admissions Manager (Undergraduate) or (Postgraduate)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department / Unit:</strong></td>
<td>Admissions and Applicant Services, Marketing and Communications Directorate</td>
</tr>
<tr>
<td><strong>Job type</strong></td>
<td>Professional administration</td>
</tr>
<tr>
<td><strong>Grade:</strong></td>
<td>7</td>
</tr>
<tr>
<td><strong>Accountable to:</strong></td>
<td>Head of Admissions</td>
</tr>
<tr>
<td><strong>Accountable for:</strong></td>
<td>3 Team leader</td>
</tr>
<tr>
<td></td>
<td>1 scholarships officer or 1 systems officer</td>
</tr>
</tbody>
</table>

**Purpose of the Post**

The Student Recruitment and Admissions team provides a vital service to support the College in meeting its targets for UK and overseas recruitment across all undergraduate and postgraduate programmes and courses. With ever increasing competition to attract and convert the best students, it is vital that the team deliver a proactively efficient, fair, consistent and transparent customer focused service both to applicants and internal stakeholders.

Recruitment and admissions is a shared activity between academic departments and the Marketing and Communications Directorate, with departments having delegated all undergraduate and most postgraduate admissions to the central team.

The post holder will be responsible for the smooth running of either the Undergraduate or Postgraduate application process and will be expected to work closely with the Dean and Heads of Departments to agree the best strategy for achieving faculty and individual department targets and to take responsibility for delivery of agreed approaches across all faculty departments.

**Key Tasks**

- Lead and manage the delivery and continuous development of an effective and flexible admissions service;
- Work proactively to build strong working relationships with departments to ensure that they receive an admissions service that meets their needs, whilst taking into consideration the resources available;
- Through the team leaders, monitor the provision of a customer focused service to applicants and enquirers, ensuring a prompt processing of applications and queries, meeting agreed turnaround times and maintaining an efficient operation at all times;
- Manage the scholarship application process for Royal Holloway scholarships, ensuring shortlists are provided to the selection panels and successful applicants are notified of their scholarship within the agreed timescales;
• Provide support and training in key admissions processes for Admissions & Applicant Services Advisors, Admissions Tutors, Postgraduate Directors, Directors of Graduate Studies and administrative staff;
• Make decisions on complex non-standard applications and queries relating to fee status/visa requirements etc., ratifying any judgement decisions which carry a risk to the College with the Assistant Director: Admissions and Applicant Services;
• Undertake research annually to ensure guidelines on qualification equivalencies are maintained and accurate;
• Monitor and report on sector developments in admissions policies to enable the University to anticipate change and plan their response;
• Create a culture of continuous improvement;
• Take a leading role in projects relating to admissions or applicant services, as required by the Head of Admissions;
• Undertake any other reasonable duties commensurate with the grade of the post.

In addition to these tasks each Manager will take lead responsibility for some of the following areas and secondary responsibility for the remaining areas:

• Manage either the undergraduate or the postgraduate application processes and systems through each Team Leader, monitoring turnaround times and ensuring departments are meeting service level agreements, where these exist;
• Manage the UKVI SMS and CAS process, including liaising with the College Tier 4 Compliance Officer and International Student Support office, to ensure UKVI compliance;
• Manage the relationship with The Centre for Development of Academic Skills (CeDAS) and Student Administration to ensure smooth transition for procedures that run across departments;
• Manage the relationship with equivalent staff at third party providers where admissions services are provided by Royal Holloway, University of London e.g. Study Group International;
• Work with the Admissions Systems Officer to improve the undergraduate or postgraduate application processes;
• Maintain a detailed knowledge of how Banner and UCAS work;
• Manage the production of written material to support admissions processes e.g. operating manuals, reference guides, web pages etc.;
• Manage the confirmation and clearing process;
• Represent the College at information events which may include writing and delivering presentations and participation in public discussions;
• Support the Head of Admissions in monitoring the efficiency of central processes and identifying ways in which the system can be made to work to the best advantage of applicants and departments;
• Deputise for the Head of Admissions as required;
• Ensure systems are in place to prevent fraud and to deal with criminal convictions and alert the Head of Admissions of any fraudulent applications or serious criminal convictions;
• Provide comprehensive training to Team Leaders on admissions processes to ensure that they are confident in all aspects of the UG and PG process;
• Jointly line manage the Team Leaders, approving their annual leave requests and, via the Team Leaders, the non-standard annual leave requests from Admissions and Applicant Services Advisors
- Line manage the Scholarship Officer or the Admissions Systems Officer

### Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager. These duties are a guide to the work that the post holder will be required to, and they may change (within reasonable limits) to reflect the changing needs of a dynamic Applicant and Admissions Services team. As the needs of the college change so the above job profile may be adjusted accordingly.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Admissions Team Leaders must be available to work in August and no annual leave will normally be permitted during this period. Some restrictions on taking annual leave exists at other peak times e.g. January/February and September.

### Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:
- Admissions Tutors
- Departmental Administrators
- Student Administration
- Other members of the Marketing and Communication Directorate
- UCAS HEP Team
- NARIC
- UKCISA
- UKVI