

## JOB DESCRIPTION

<b>Job Title:</b>	Admissions and Applicant Services Advisor
<b>Department / Unit:</b>	Marketing and Communications
<b>Grade:</b>	RHUL 5
<b>Accountable to:</b>	Admissions Manager
<b>Purpose of the Post</b>	
<p>The Admissions and Applicant Services team provides a vital service supporting the College in meeting its targets for UK and overseas recruitment across all UG and PG programmes. With ever increasing competition to attract and convert the best students, it is vital that the team delivers a proactively efficient, fair, consistent and transparent customer focused service, both to applicants and internal stakeholders.</p> <p>Working within a small faculty team, the post holder will work as part of the central Admissions team to assist in the smooth, professional and efficient running of the University's admissions operation, principally by taking responsibility for the decision making and processing of applications. They will provide support and guidance to applicants and potential applicants, responding in a timely manner to admissions related enquiries throughout the applicant lifecycle, from initial enquiry through to eventual offer making and confirmation.</p>	
<b>Key Tasks</b>	
<p><b>Admissions</b></p> <ul style="list-style-type: none"> <li>• Accurate and timely processing of applications, taking responsibility for making decisions in line with the standard entry requirements and ensuring fairness, transparency and consistency of all offers made on all applications</li> <li>• Confirming decisions on applications on receipt of qualifications, verifying qualifications, establishing fee status and updating the student records database and, where appropriate, making decisions on borderline applications within guidelines set</li> <li>• Fully participating in Confirmation and Clearing, proactively chasing for outstanding qualifications, inputting results and confirming applicants in line with the overarching university strategy.</li> <li>• Developing an in-depth knowledge of non-standard entry qualifications using university approved documentation, including equivalency qualifications and external databases.</li> <li>• Responding to agents' queries and supporting recruitment colleagues by providing expert advice and detailed information.</li> </ul>	

- Proactively engaging with applicants, agents and other key stakeholders, chasing and verifying any supporting documentation.
- Accurately recording all information required to support the CAS process.
- Responsible for issuing CAS to overseas students using the UKVI SMS system, following checks on offer status, deposit payments and other information to ensure compliance with UKVI sponsor requirements
- Participating in Applicant Visit Days and University Open Days, UCAS events and supporting overseas recruitment through ad-hoc visits to agent offices in the UK and potentially overseas to interview and advise prospective students.

#### **Applicant Services**

- Providing excellent customer service to prospective student enquiries, from initial enquiry through to application, ensuring enquiries are dealt with in a timely manner and within agreed service levels
- Advising on the suitability of enquirers for courses , liaising with individual Admissions Tutors or Course Directors where appropriate
- Providing a personalised enquiry service to applicants, building relationships with applicants and their representatives to increase likelihood of conversion into enrolled students
- Providing detailed information on the courses offered at the university to both enquirers and applicants, including information on course structure, assessment methods and learning outcomes both to increase conversion and to ensure expectations are correctly managed.
- Supporting the development and updating of appropriate web pages and updates to functional information in the course finder, as required.

#### **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.

The post holder is likely to be required to work outside normal working hours and in different locations; this will include certain holiday embargo times around key dates. These duties are a guide to the work that the post holder will be required to carry out and they may change (within reasonable limits) to reflect the changing needs of a dynamic Applicant and Admissions Services team.

The College recognises the importance of helping its employees balance their work and home life It therefore appreciates that the standard Monday to Friday, 9 am to 5 pm working week is, in many cases, incompatible with increasing demand for a better work-life balance. By offering flexible working arrangements the college hopes to help staff balance working life with other priorities.

#### **Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

- Applicants
- Potential applicants
- UCAS

- NARIC
- UKVI
- Recruitment agents
- Admissions Tutors and departmental administrators
- Other internal professional services