JOB DESCRIPTION

Job Title: Admissions Operations Manager

Department / Unit: Admissions and Applicant Services, Marketing and Communications Directorate

Job type Full Time, Permanent

Grade: 7

Accountable to: Head of Admissions

Accountable for: 1 x Undergraduate Team Leader (Grade 6)
1 x Postgraduate Team Leader (Grade 6)

Purpose of the Post

The Admissions and Applicant Services team provides a vital service to support the College in meeting its targets for UK and international recruitment across all undergraduate and postgraduate programmes. With ever increasing competition to attract and convert the best students, it is vital that the team deliver a proactive, efficient and customer focused service to prospective applicants, applicants and internal stakeholders.

The Head of Admissions is supported by two Admissions managers. One of these (this post) leads the Admissions operations team (responsible for undergraduate and postgraduate application processing and decision-making, working within criteria specified by academic schools). The second leads the team responsible for a range of supporting activities including data and systems support and applicant services.

The post holder is responsible for the smooth running of the Undergraduate and Postgraduate application process and is expected to work closely with colleagues from academic schools and the professional services (notably IT and Marketing & Communications) to agree the best strategy for achieving school and departmental targets and take responsibility for delivery of the agreed approaches and turnaround standards. They are also expected to ensure a culture of continuous improvement.

Please note that this post has recently been re-configured as part of a wider re-structuring exercise. Depending on the timing of the successful candidate’s appointment, initial duties may vary slightly from those described as we transition to the new structure.

Key Tasks

- Work proactively to build strong working relationships with schools and departments to ensure that they receive an admissions service that meets their needs, whilst taking account of the resources available.
• Lead and provide line management support to the Admissions Operations team to include training; objective setting; performance management and absence management.

• Supported by the Undergraduate and Postgraduate Team leaders, lead and manage delivery and continuous development of an effective, flexible and customer-focused admissions service. Monitor admissions workflow, anticipating peaks and troughs to set day to day priorities and re-assigning resource accordingly to ensure that application turnaround standards are met.

• Lead and manage the operational delivery of the Confirmation and Clearing process, following A Level results publication, working closely with the Head of UK Recruitment (Events) and the Applicant Services Manager responsible for managing the Clearing Call Centre.

• Maintain a detailed knowledge of how Banner, Royal Holloway’s direct admissions system (RH Direct) and UCAS work.

• Manage the relationship with Student Administration, the Centre for Development of Academic Skills (CeDAS); the International Study Centre and other relevant stakeholders to ensure smooth transition from application to enrolment.

• Ensure that guidelines on qualifications equivalences are followed, making decisions on complex applications and non-standard qualifications.

• Ensure that procedures supporting legal, regulatory and policy requirements are followed e.g. UCAS regulations; fraud prevention; English language policy; fees classification; UKVI regulations and QAA fairness and transparency requirements; make decisions on complex or non-standard cases.

• Provide support and training in key admissions systems and processes for admissions & academic staff.

• Take a leading role in projects relating to admissions or applicant services, as required by the Head of Admissions;

• Deputise for the Head of Admissions and provide cross-cover for the Applicant Services Manager, as required;

• Represent the College at information events which may include writing and delivering presentations and participation in public discussions;

• Undertake any other reasonable duties commensurate with the grade of the post.

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.

All Admissions staff 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.

<table>
<thead>
<tr>
<th>Internal and external relationships</th>
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<tbody>
<tr>
<td>The following list is not exhaustive but the post holder will be required to liaise with:</td>
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<tr>
<td>School Academic Directors of Student Recruitment and Communications</td>
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<tr>
<td>Undergraduate Recruitment Leads in academic departments</td>
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<tr>
<td>Postgraduate Education Directors in academic schools and departments</td>
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<tr>
<td>Professional services colleagues, notably: Other members of the Marketing and Communications Directorate; Student Administration; IT</td>
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<tr>
<td>UCAS, NARIC, UKCISA and the UKVI</td>
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<td>External systems suppliers</td>
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