JOB DESCRIPTION

Job Title: Admissions Adviser

Department / Unit: Marketing and Communications

Job type: Professional Services

Grade: 5

Accountable to: Admissions Operations Manager

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.

This service is delivered through three teams, each focussing on one of the following areas of activity: Undergraduate Admissions; Postgraduate Admissions; Applicant Services

The post holder will work as part of the Admissions operations 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. Initial assignment will be to either the undergraduate operations team or the postgraduate operations team but advisers can expect to move between teams in response to business needs.

Key Tasks

Admissions

• Be responsible for accurate and timely processing of applications, making decisions in line with the standard entry requirements and ensuring that offers made on all applications are fair, transparent and consistent
• Confirm decisions on applications on receipt of qualifications, verifying qualifications, establishing fee status and updating the student records database.
• Where appropriate, make decisions on borderline applications within guidelines set. Liaise with undergraduate recruitment leads and postgraduate course directors in academic departments for additional advice as required.
• Develop an in-depth knowledge of non-standard entry qualifications using university approved documentation, including equivalency qualifications and external databases.
Develop an in-depth knowledge of the internal and external database systems which support admissions; keeping these up to date in accordance with agreed processes.

- Respond to queries from the applicant services advisors and other recruitment colleagues by providing expert advice and detailed information.
- Proactively engage with applicants, agents and other key stakeholders, chasing and verifying any supporting documentation.

**Applicant Services**

- On referral from the Applicant Services team, advise individual enquirers on eligibility of applicants for courses; application status and other specialist aspects of the admissions process.
- Provide cross-cover for Applicant Services Advisers to ensure that a high standard of customer service is maintained in response to enquiries from prospective applicants, applicants and their advisers.
- Participate in University Open Days/Applicant Visit Days and represent Royal Holloway at external (e.g. UCAS or agent-organised) events to advise prospective students

- 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.

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. 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 exist 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:

- Prospective applicants, applicants, their agents and other advisers
- Undergraduate Recruitment leads in academic departments
- Postgraduate Education Directors and Course leaders in academic schools and departments
- Professional services colleagues, notably: other members of the Marketing and Communications Directorate, Student Administration; IT
• UCAS, NARIC, UKCISA and the UKVI
• External systems suppliers