JOB DESCRIPTION

Job Title: Admissions Team Leader

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

Job type: Professional administration

Grade: RHUL 6

Accountable to: Admissions Manager

Accountable for: Admissions and Applicant Services Advisors

Purpose of the Post
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 and managing the workload of one of three faculty admissions teams. The teams 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. In addition, the Admissions Team Leader will assist the Admissions Systems Officer, as and when required, and provide cover during periods of leave.

Key Tasks

Admissions

- Monitor the turnaround time for both undergraduate and postgraduate applications to named faculties and report to the appropriate Admissions Manager where service level agreements cannot be adhered to for whatever reason;
- Ensure work within the faculty team is completed within the agreed timescales, by agreeing work priorities with team members and enabling flexibility in how the work is organised and distributed;
- Work with the other Team Leaders to ensure that turnaround times for all the faculties are in line and move resource between Faculty teams when necessary;
- Ensure admissions decisions are made in line with the standard entry requirements and that offers made on all applications are fair, transparent and consistent;
- Monitor email turnaround time to ensure responses are provided within the timescale agreed with Admissions Managers;
- Confirm 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;

- Refer any complex fee status cases to the Admissions Manager, including all those relating to residency requirements;
- Take a leading role in Clearing, as agreed with the Admissions Manager (Undergraduate);
- Proactively chase for outstanding qualifications and input results, confirming applicants in line with the overarching university strategy.
- Respond to agents’ queries and support recruitment colleagues by providing expert advice and detailed information when requested.
- Proactively engage with applicants, agents and other key stakeholders, chasing and verifying any supporting documentation. Accurately record all information supporting the CAS process.
- Develop an in-depth knowledge of non-standard entry qualifications using university approved documentation, including equivalency qualifications and external databases.
- Be responsible for issuing CAS to overseas students using the UKVI SMS system following checks on offer status, deposit payments and other information as required by the UKVI.
- Participate in Applicant Visit Days, University Open Days and UCAS events and support overseas recruitment through ad-hoc visits to agent offices in the UK and potentially overseas to interview and advise prospective students.
- Represent Royal Holloway at external admissions events as and when required;

### Applicant Services

- Provide 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.
- Advise on the suitability of enquirers for courses, liaising with individual Admissions Tutors or Course Directors where appropriate.
- Provide a personalised enquiry service to applicants, building relationships with applicants and their representatives to increase likelihood of conversion into enrolled students.
- Provide 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.
- Support the development and updating of appropriate web pages, updates to functional information in the course finder as required.
- Ensure that up to date programme information is provided online in the Degree Programme Library for applicants to your Faculty’s programmes.

### Systems

- Monitor the effectiveness of admissions systems and processes, together with the faculty team and the other admissions team leaders and suggest enhancements where necessary;
- Cover for the Admissions Systems Officer during periods of absence to ensure that the required systems expertise is available at all times;
- Work with Data Management and the University’s Strategic Development Unit to provide support with the development of detailed reports relating to recruitment and admissions data to allow the development of targeted recruitment and conversion activities;
- Ensure that Banner, UCAS and the postgraduate application system are set up with new courses and the configuration of courses for named Faculties, ensuring correct procedures are followed by the admissions team;
- Ensure that UCAS Course Collect and Royal Holloway Course Finder display up to date and consistent information;

**Line Management**

- Provide on-the-job training for new members of the team on all aspects of admissions;
- Manage the performance of team members and carry out appraisals for each team member on an annual basis, with regular reviews throughout the year;
- Approve standard annual leave requests from the team's Admissions and Applicant Services Advisors and refer non-standard requests to one of the Admissions Managers;
- Be responsible for reporting sickness absence of team members to the Departmental Administrator
- Manage the induction of new staff and meet with Admissions Managers prior to signing off the probation period;
- Act up as Admissions Manager, as and when 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 University. The post holder will be expected to undertake other duties as appropriate and as requested by their 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 University 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
### PERSON SPECIFICATION

**Job Title:** Admissions Team Leader  
**Department:** Admissions and Applicant Services

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<thead>
<tr>
<th>Knowledge, Education, Qualifications and Training</th>
<th>Essential</th>
<th>Desirable</th>
<th>Tested by (Application form, Interview, Test)</th>
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<tbody>
<tr>
<td>Educated to degree level or substantial administrative experience</td>
<td>x</td>
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<td>Application form</td>
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<td>Good knowledge and understanding of complex procedures, regulations and guidance and the ability to apply this to making decisions accurately and consistently</td>
<td>x</td>
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<td>Interview</td>
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<td>Knowledge of UK fees regulations and the ability to ascertain the information required to make an accurate assessment</td>
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<td>Interview</td>
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<td>Detailed understanding of UCAS and UKVI procedures, particularly the CAS issuing process</td>
<td>x</td>
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<td>Interview</td>
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<td>Detailed understanding of common UK and/or international qualifications</td>
<td>x</td>
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<td>Interview</td>
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<td>Proactive in keeping up to date with higher education policy and best practice</td>
<td>x</td>
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<td>Application form / interview</td>
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<th>Skills and/or Abilities</th>
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<td>Excellent organisational skills, including the ability to manage multiple tasks, work to tight deadline and to prioritise workloads effectively.</td>
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<td>Excellent IT skills. Please provide examples of how you use MS Office applications, which should be at least intermediate level for Word, Excel and Powerpoint.</td>
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<td>Excellent written and verbal communication skills and the ability to write in clear, grammatical English</td>
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<td>Ability to work under pressure and manage a team to meet agreed targets and service levels</td>
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<td>Proven motivation to provide excellent customer service and a courteous approach to all customers. Provide an example of when you have given excellent customer service at Royal Holloway.</td>
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<td>Excellent interpersonal skills, with the ability to build good internal relationships</td>
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<td>Ability to motivate a team</td>
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<td>High level of attention to detail and accuracy.</td>
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<td><strong>Experience</strong></td>
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<td>Proactive, with the ability to look for and implement improvements to</td>
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<td>processes on an ongoing basis.</td>
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<td><strong>Other requirements</strong></td>
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<td>Willingness to be flexible on hours of work on a regular basis</td>
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