JOB DESCRIPTION

Job Title:	Admissions Systems Officer
Department / Unit:	Marketing and Communications
Job type	Full-Time, Fixed Term, Professional Services
Grade:	RHUL 6
Accountable to:	Admissions System and Data Manager

Purpose of the Post

The Admissions Systems Officer collaborates closely with Admissions Systems colleagues to ensure the smooth operation of daily processes and systems within the admissions department.

Royal Holloway, University of London is undertaking a major Project to replace its Student Record System (SRS) and transform the operating model for Student Study Services. The SRS underpins the entire student journey, from application through to graduation. This project is central to our commitment to delivering a modern, efficient, and student-focused experience. The new system will support all aspects of the student lifecycle, including Admissions & Student Recruitment and will play a vital role in helping the University meet its strategic goals for student recruitment and student experience. This role will provide backfill support to the Admissions Team whilst they work on the Project.

The post holder will be responsible for developing processes to allow improvements in data management and data reporting within Admissions, ensuring that a high level of data quality is maintained and that reporting on this data is effectively disseminated within the Marketing and Communications Directorate

The post holder will also be responsible for ongoing maintenance and general troubleshooting of various systems across Admissions. This also includes working closely with IT Services to resolve technical issues. Assist with the implementation of system enhancements and support the delivery of projects throughout the academic cycle.

They will also play a key role in maintaining the integrity of system integrations and data flows between the SRS and other admissions platforms. This includes monitoring data accuracy, troubleshooting issues, and working collaboratively with systems colleagues to ensure seamless connectivity and high-quality information exchange across all relevant systems.

Key Tasks

- Developing admissions and enquiries processes and systems which ensure that admissions and current student data is recorded, maintained and produced consistently and efficiently within the Admissions team. The post-holder will be expected to produce quality management data checks at specific times of year.
- Monitoring the effectiveness of Admissions systems and processes, implementing and coordinating User Acceptance Testing, and suggesting enhancements where necessary. You will also be involved in regular testing and validation of system upgrades, ensuring that new functionalities are fit for purpose, align with user needs, and maintain the integrity of data and workflows across platforms.
- Work with the Admissions Managers to identify areas for business improvements to further automate and streamline Admissions procedures, including recording of offers made by academic departments and issuing of offer and supplementary information letters and work closely with the IT department to implement these.
- Acting as a point of contact in Admissions in relation to Admissions IT systems, liaising with the IT Department regarding potential changes to these systems and feeding into future developments around online application systems.
- Acting as the systems administrator for the on-line application system, ensuring that the system is updated with the required data before the start of every admissions cycle and that ad hoc system changes are dealt with promptly.
- Working closely with colleagues in Professional Services across the University and the IT Department to ensure accurate reporting of enquirer and applicant groups for inclusion in email and wider conversion campaigns.
- Working with Professional Services to ensure accurate reporting of applicant profiles in preparation for the Confirmation and Clearing period.
- Playing a key role in the planning and implementation of confirmation and clearing, working closely with Admissions, IT, and Professional Services.
- Liaising closely with the University's Strategic Planning Team 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.
- Disseminating regular headline updates on application levels and processing status to all colleagues within the Directorate and providing a point of contact within the Directorate in relation to management information.
- Managing the setting up of admissions systems for new courses and the configuration of courses, fees, terms ensuring correct procedures are followed.
- Managing the administration of admissions system on an ongoing basis, e.g., setting up new users, scholarships, communication texts, and course-specific questions.
- Providing training materials and support for Professional Services and

Academic staff, alongside business-as-usual troubleshooting of systems and processes.

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.

The post holder will occasionally be required to support IT Services in testing system upgrades during evenings and weekends, depending on operational needs and the upgrade schedules.

The post holder may be required to work at any location where Royal Holloway conducts its business, primarily at the Egham campus.

Internal and external relationships

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

- Staff across the Marketing and Communications Directorate
- Strategic, Planning and Change
- Ellucian, provider of the Student Record System Student Administration
- Student Fees

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Admissions Systems Officer **Department:** Marketing and Communications

	Essential	**Desirable**	**Tested by** Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to degree level or equivalent relevant experience.	X		Application Form
Knowledge and understanding of the HE student life cycle.	X		Application Form
Familiarity of Student Records and related systems and related software.	X		Application Form
Good understanding of common qualifications used in Higher Education Admissions.		X	Interview
Skills and Abilities			
Excellent IT skills and the proven ability to learn new systems and programmes.	X		Application Form
A high level of literacy and proven ability to write documents to communicate information to others, such as reports and procedures.	X		Interview
Excellent organisational skills and ability to work under pressure, whilst maintaining a high level of attention to detail and accuracy.	X		Interview
Proven ability to work as part of team, as well as a readiness to work on own initiative and act pro-actively.	X		Interview
Ability to assimilate information quickly and effectively.	X		Interview
Ability to maintain a professional approach to confidential and sensitive information.	X		Interview
Experience			
Experience of reviewing and developing processes to improve efficiency and customer satisfaction.	X		Application Form / Interview
Customer Service / Experience of responding to enquiries and requests from a range of service users.	X		Application Form / Interview
Experience of using reporting tools, manipulating data and analysing large data sets to identify trends.	X		Application Form / Interview
Experience of using a Customer Relationship Management system (CRM).		X	Application Form / Interview
Experience of working in a higher education setting.		X	Application Form
Other requirements			
An understanding and commitment to the principles of equality, diversity and inclusion.	X		Interview
Committed to personal development and interested in building a career in academic administration.	X		Interview
Occasional weekend or late evening working and travel to events and other external activities.	X		Application Form