

JOB DESCRIPTION

Job Title:	Admissions Advisor (Maternity Leave)
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 University 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 advisors can expect to move between teams in response to business needs.	
Key Tasks	
Admissions Operations • 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 Advisors to ensure that a high standard of customer service is maintained in response to enquiries from prospective applicants, applicants, and their advisors.
- 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 University. 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 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.

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.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

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 Advisor

Department: Student Recruitment, Marketing and Communications Directorate

	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to A Level grade or equivalent	x	
Educated to degree level or equivalent relevant experience		x
Understanding of common UK and International Qualifications		x
Skills and Abilities		
Excellent communication skills (verbal and written) to deal with a diverse range of customers	x	
Ability to manage own workload to meet agreed targets and service levels	x	
Strong customer service focus and ownership of requests	x	
Good interpersonal skills with the ability to relate to staff, students, and colleagues at all levels	x	
High level of attention to detail and accuracy	x	
Ability to deal with situations under pressure with confidence, tact, and diplomacy	x	
Ability to maintain a professional approach to confidential information		
Experience		
Proven administrative experience in a customer- focused role	x	
Experience of using databases to store, manipulate and retrieve information. Excellent IT literacy	x	
Experience of dealing with a wide range of complex queries		x
Other requirements		
Must be able to work during the last 3 weeks in August, following A Level results publication	x	