



Job Title:	Admissions Support Officer
Grade:	5
Salary:	£27,241 to £31,861 per annum, pro-rata if part-time
Department:	Future Students Office
Hours/Contract:	Full-time, fixed term contract for 12 months
Job Family:	Management and Administration
Reference:	13966

Role Purpose

To assess applications promptly and efficiently within agreed entry criteria, including making offers to applicants. To develop and maintain a specialist expertise in UK and international qualifications, and the requirements of the government's immigration policy for new students.

Be part of a team which processes up to 20,000 (PG) or 30,000 (UG) applications each year. Manage own time to ensure that tasks are completed to appropriate deadlines, using initiative to serve the variety of application cycles across the University.

Main Duties and Responsibilities

- To review, assess and make decisions about admission to the University in accordance with agreed entry criteria, including preliminary checking, offer making and the resolution of any conditions;
- To verify qualifications for all applicants, and check the comparability of international qualifications using relevant sources of information;
- To provide customer focused advice and guidance to enquirers and applicants on processes, regulations, course information and arrival at the University;
- To escalate non-standard applicants to staff in the relevant department, ensuring that a decision is communicated to applicants within the required time scale;
- To work with the government's Sponsor Management System for new students, creating Certificates of Acceptance for Study and monitoring their use by the applicant;
- To advise applicants on the government's immigration requirements under the Student Route;
- To understand the applicant journey and to act on problems, escalating as appropriate;
- To work on applicant open days and visit days, and to attend recruitment related events, as appropriate.

Internal and External Relationships

- To liaise with departmental staff to ensure that communications with applicants is clear, consistent and timely
- To work with colleagues in the Admissions and Applicant Experience team to contribute to an effective service to all applicants





- To work with other Professional Services, including the Global Recruitment team, Marketing and Communications, the Research Office, and Student and Academic Services
- To liaise with and provide customer support to international partners such as agents

Planning and Organising

- To organise and prioritise own workload. This requires an understanding of the annual admissions cycle and the ability to plan some months ahead.
- The role requires in depth knowledge of the variety of the course provision across the university and initiative in adapting to different needs.

Qualifications, Knowledge and Experience

Essential

- Educated to A level, or equivalent,*
- Experience of working in university administration and with admissions procedures*
- Experience of working in a customer focused environment

Skills, Abilities and Competencies

Essential

- Excellent verbal and written* communication skills
- Ability to develop and maintain expert knowledge in areas relevant to the admissions process
- Ability to manage a varied workload, often under pressure
- Excellent IT skills and ability to work with specialised database programmes
- Ability to produce and analyse management information
- Excellent verbal and written communication skills
- Accuracy and attention to detail.
- A flexible and adaptable approach to work and process improvement

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.



Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

