

<b>Post Details</b>		<b>Last Updated:</b> 27/10/2020	
<b>Faculty/Administrative/Service Department</b>	Marketing, Recruitment, and Admissions		
<b>Job Title</b>	Admissions Officer		
<b>Job Family</b>	Professional Services	<b>Job Level</b>	Level 2b
<b>Responsible to</b>	Admissions Team Leader		
<b>Responsible for (Staff)</b>	n/a		
<b><u>Job Purpose Statement</u></b>			
<p>To deliver an excellent admissions service for the University's applicants, providing administrative support for the University's central admissions function. Through the provision of this service the post holder contributes to the successful delivery of the service provided by the Admissions team and by the Recruitment, Outreach and Admissions department as a whole.</p>			
<b><u>Key Responsibilities</u></b>			
<ol style="list-style-type: none"> <li>1. To be a proactive member of the Admissions team participating in all areas, carrying out duties as required and to act as the first point of contact, responding to and giving expert advice on all admissions related enquiries, providing high levels of customer service in a timely and professional manner.</li> <li>2. Processing applications in SITS, undertaking careful checks on the information held, chasing up additional information, obtaining qualification results, verifying and mapping to predefined entry criteria as required and checking that these are correct and appropriate before onward transmission with the aim of 100% accuracy within agreed deadlines.</li> <li>3. To be responsible for making fair and consistent decisions on applications in line with Admissions policy and best practice, whilst ensuring the quality of admissions through a thorough understanding of qualifications, entry criteria and international education systems</li> <li>4. Administering and carrying out procedures for ATAS, fee assessments, applicants declaring criminal convictions, fraudulent applications, applicants with disabilities and mature applicants. To facilitate and participate in the issuing of CAS in a timely and accurate manner, ensuring UKVI compliance</li> <li>5. Liaising externally with bodies such as UCAS, NARIC, UKVI and internally with academic staff, in connection with admissions</li> <li>6. To undertake small project work within the Admissions team within guidelines and timeframes given by senior Admissions staff</li> <li>7. To undertake activities relating to Applicant Days, including logistical arrangements and attendance. Participate in other recruitment activities such as Open Days, School/College visits and UCAS events. Active participation in Confirmation and Clearing and the registration of new students and supporting colleagues across the Chief Student Officers Directorate as required.</li> <li>8. To identify opportunities to improve admissions processes as well as engaging in continuing professional development.</li> </ol>			
<p>As directed by the Head of Admissions, work in other areas within the Recruitment, Outreach and Admissions Department, either on a temporary or permanent basis if necessary to meet the business needs.</p>			
<b>N.B. The above list is not exhaustive.</b>			

**All staff are expected to:**

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:**

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

**Elements of the Role****Planning and Organising**

The post holder has specific responsibility for the provision of administrative services related to admissions. They will operate with appropriate supervision with regards to the day-to-day planning, organising and performance of a wide-range of administrative activities. Requirements may be subject to change at short notice, therefore the post holder will also need to be adaptable and able to re-prioritise workloads and analyse issues to find effective solutions, sometimes without reference to a senior team member.

**Problem Solving and Decision Making**

Within the scope of the role the post holder will be presented with a variety of administrative or customer-related issues, where the most appropriate course of action will, on occasion, be a matter of choice, influenced by prior exposure or experience. In many other instances work actions are very well defined procedurally and the post holder is able to reference and apply established policies and procedures, in order to determine a suitable course of action/outcome. Although the role is covered by standard instructions and procedures, there may on occasion be some latitude to alter the sequence of procedures, based on varying situations encountered and in consultation with senior member of staff. The post holder may occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action or where resolution is not straightforward to refer the matter to a senior member of the team for guidance/resolution.

The post holder must pay particular attention to detail when operating the University's student administration system (SITS) to maintain accurate records relating to admissions. They are responsible for providing excellent customer service both on the telephone, via email and in person to applicants, students and staff and to respond to their enquiries in a courteous and helpful manner.

This post involves no direct line management or budgetary responsibilities, although once established the post holder will act as a point of contact and provide information for other staff members, including temporary or agency staff in all areas.

**Continuous Improvement**

The post holder will be expected to continuously assess current processes and then have the scope to make recommendations to their line manager to take forward.

The post holder will have the opportunity to work on specific projects, implementing new processes.

**Accountability**

This post involves no direct line management or budgetary responsibilities, although once established the post holder will act as a point of contact and provide information for other staff members, including temporary or agency staff in all areas.

**Dimensions of the role**

The post holder will not have any direct line management or budgetary responsibilities.

The post holder along with their colleagues in the larger Admission team will be responsible with dealing with in excess of 35,000 applications per year.

### Supplementary Information

The post holder must pay particular attention to detail when operating the University's student administration system (SITS) to maintain accurate records relating to admissions. They are responsible for providing excellent customer service both on the telephone, via email and in person to applicants, students and staff and to respond to their enquiries in a courteous and helpful manner.

### Person Specification

#### Qualifications and Professional Memberships

GCSE level (numeracy and literacy) or equivalent, or relevant work experience / vocational qualifications

E

#### Technical Competencies (Experience and Knowledge)

**Essential/  
Desirable**

**Level  
1-3**

Excellent IT skills, particularly in MS Office packages, and familiarity with databases

E

2

Ability to maintain accurate data, records and systems

E

2

Experience of University admissions

E

2

Experience of the SITS system for student and programme administration

D

2

Knowledge of UCAS, NARIC and UKVI

D

2

#### Special Requirements:

**Essential/  
Desirable**

Some weekend/evening work may be required as directed by the Head of Admissions.

E

Annual Leave may be restricted at key times during the year.

E

**Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.

**Level  
1-3**

Communication

2

Adaptability / Flexibility

2

Customer/Client service and support

2

Planning and Organising

1

Continuous Improvement

2

Problem Solving and Decision-Making Skills

2

Managing and Developing Performance

1

Creative and Analytical Thinking

n/a

Influencing, Persuasion and Negotiation Skills

n/a

Strategic Thinking & Leadership

n/a

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

### Organisational/Departmental Information & Key Relationships

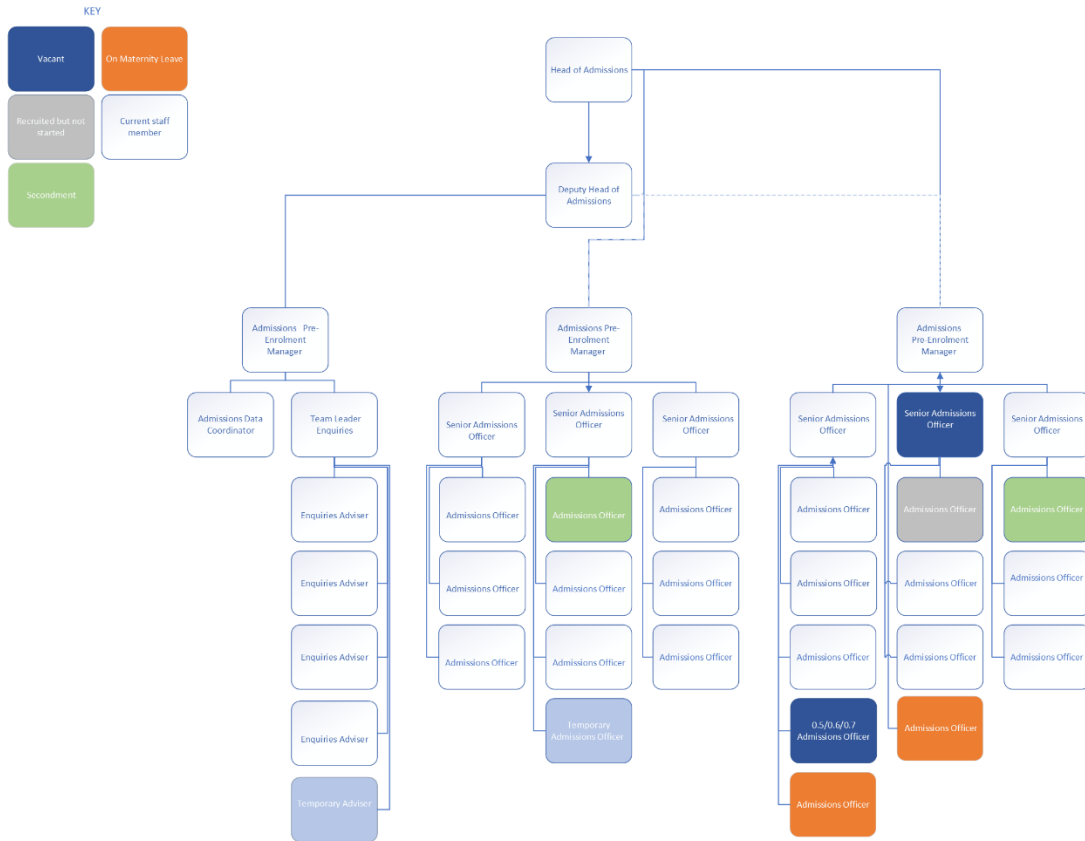
**Background Information**

The post is within the Recruitment, Outreach and Admissions team which is responsible for a wide range of administrative work related to the admission of students.

The post holder will be based within Admissions; however, there will be a requirement to work in other areas across the wider team. Additionally, there will be a requirement to work during the summer period and holiday embargos may be necessary during peak times of August-September. Some weekend and evening work will also be required.

There is extensive contact with applicants, and staff at a variety of levels in academic and central administrative departments within the University, and external contact with other bodies such as UCAS, NARIC, UKVI and UCKISA. Such contact may be in person, by telephone, in written correspondence or by email.

**Department Structure Chart (NB Admissions Advisor job title is now Admissions Officer)**



**Relationships**

**Internal**

- All University Departments

**External**

- UCAS
- NARIC
- UKVI
- UCKISA