



Staffordshire
University
Services Limited

Job Description

Job Title	Admissions Officer (Postgraduate)
School/Service/Institute	Student Recruitment, Admissions & Partnerships
Normal Workbase	Stoke
Tenure	Permanent
Grade/Salary	Grade 5
FTE/Hours	1.0 FTE

Job Purpose

To assist the Admissions Manager in the delivery of a customer focused, efficient and effective Postgraduate Admissions service through:

- day to day support and guidance to the Admissions & Applicant Services team in relation to Postgraduate applications and enquiries
- day to day work allocation, monitoring of activities and performance to agreed service levels and knowledge standards
- building strong and effective relationships between the admissions and applicant services team and the wider university community
- identifying and championing opportunities for continuous service improvement to maximise postgraduate recruitment and conversion
- engaging with the recruitment team to facilitate events and other activity that will drive up postgraduate recruitment and conversion.

Relationships

Reporting to:	Admissions Manager
Responsible for:	No staff responsibility

Main Activities

- To support the Admissions Manager in delivery of the postgraduate admissions experience.
- To provide support and guidance to the Admissions & Applicant Services team, ensuring a high quality, professional and customer centred service

- Review applications to all postgraduate provision (taught, research and initial teacher training) ensuring high levels of quality throughout the process.
- To ensure admissions decisions are informed by clear entry criteria and that offer making strategies are fair and consistently applied, reducing ambiguity and individual practice.
- To support colleagues with occasional data analysis on application trends, offering trends and turnaround times.
- To maintain expert postgraduate admissions knowledge, developing and delivering training to enhance knowledge levels across the broader Recruitment, Admissions & Partnerships teams.
- To play a key role in ensuring exceptional, personal customer experience is at the forefront of all admissions processes and procedures and that service standards are appropriate, stretching, monitored and drive best practice
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- To provide a high level of admissions expertise, being the initial escalation point for non-standard and complex queries relating to admission and enrolment for all Postgraduate courses
- Work with the Admissions Officer (Systems) to ensure that all processes are capturing robust data. Ensure good error management within the student admissions systems to meet competitive turnaround times
- To liaise with the Admissions Officer (Systems) and other colleagues in relation to new course approval and course change to ensure that new courses are available for application swiftly and that any in-year change is managed effectively
- To deputise for the Admissions Manager in their absence
- To keep up to date and be proactive on relevant admissions and sector related developments. Build and nurture a network of admissions colleagues from across the sector.
- To support and participate in projects and development work across the Service as required, providing professional opinion and advice. Work with the Admissions Manager on the position of the PG Apply/Fast Track function.
- To participate in key University events including Open Days, Offer Holder Days, online conversion events and other recruitment events as required
- To maintain a working knowledge of Home/EU Undergraduate and International admissions to support across the broader Admissions function as and when required
- Any other duties or responsibilities as may reasonably be required by the Head of Admissions and Enrolment

Special Conditions

The postholder may be required to travel and represent the University in the UK as required. There will be a need for the postholder to work occasional weekends to cover marketing and recruitment activities.

Professional Development

The University will support and encourage the postholder to engage in continuous professional development activities through the YOURCareer@Staffs framework. This framework supports postholders to identify appropriate development opportunities. Continuing Professional Development (CPD) activity will be recognised by a bi-annual Performance and Development Review (PDR) discussion.

Variation to Job Description

The University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The postholder will be employed by Staffordshire University Services Limited.

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which recruits and provides both academic and professional support staff to the University. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

Application Procedure

We encourage applicants to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We ask that all applicants ensure that they have provided comprehensive information under each criterion in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

The University will use anonymous application forms for this role; however, we recognise that applicants may want to include additional information. If you choose to upload any supporting documents that contain identifiable data, your application will no longer be considered anonymous.