



## Job Description

<b>Job Title</b>	Admissions Manager
<b>School/Service/Institute</b>	Student Recruitment, Admissions and Partnerships
<b>Normal Workbase</b>	Stoke Campus
<b>Tenure</b>	Permanent
<b>Grade/Salary</b>	Grade 8
<b>FTE/Hours</b>	1.0 FTE

### Job Purpose

To lead and support the delivery of a pro-active, highly responsive, and effective Admissions and Enrolment function for Home/EU Undergraduate and Postgraduate applicants through:

- Day to day workflow management of applications coming into the University and offers going out to applicants.
- Continuous monitoring and improvement of performance, workflow processes and procedures to ensure response times and other activities are delivered to agreed service levels and recruitment targets
- Development and delivery of a professional service underpinned and predicated by a culture of customer care, awareness of the FE context and customer satisfaction metrics
- Lead and participate in projects and development work across the Service as required, providing solutions, professional opinion, and advice

### Relationships

Reporting to:	Head of Admissions
Responsible for:	Admissions team (x7)

### Main Activities

- To work in collaboration with the Head of Admissions to plan the delivery of the Admissions and Enrolment experience
- Identify and deliver continuous service improvement to maximise recruitment and enrolment with a particular focus on delivering targets outlined in the University's Access and Participation Plan (APP)

- Support annual reviews of service delivery; making recommendations for change and implementing approved changes which might include but not limited to entry requirements, deployment of contextual admissions practices, communications evaluation to ensure compliance with UUK Admissions Code of Practice and QAA Quality Code chapter B2.
- Day to day management and development of the Admissions team. Develop, monitor, and manage the teams and provide regular performance updates against agreed customer service standards (including processing times, offer rates, YoY analysis during peak periods)
- To act as the designated University contact for UCAS and the DfE in relation to undergraduate applications and initial teacher training applications, respectively.
- Provide a high level of UG and PG admissions support, drawing on expertise when dealing with non-standard and complex queries relating to admissions, offer making and enrolment
- To provide support to academic schools, the curriculum and web teams, the Academic Development Unit, and Admissions staff to ensure correct course set up and publication of recruiting data for undergraduate and postgraduate courses
- Oversight of the web apply functions including quality checking and control of course data in the admissions systems to ensure recruitment target delivery
- Ownership of handling Admissions HESA errors to ensure culture of compliance
- To ensure the application, admissions and enrolment processes cater for the differing needs of the Undergraduate, PGCE, Postgraduate Taught and Postgraduate Research markets
- Ensuring full compliance against CMA, UK Home Office (EU Settlement Scheme) and UKCISA fee regulations
- Working with the Head of Admissions and the Associate Deans Recruitment, contribute to strategic discussions and change management in relation to recruitment targets and performance.
- To work closely with colleagues in Student Recruitment, Admissions & Partnerships to ensure the student journey is efficient and facilitates a successful transition into higher education
- To work with key individuals within the wider department of Marketing & Communications as well as other professional services - including Planning and Business Intelligence, Quality Services, Curriculum, Registry and Student & Academic Services to ensure all Admissions and Enrolment planning and activity is properly co-ordinated, particularly regarding internal and external deadlines
- Identify business risks and opportunities, and provide flexible, innovative solutions that will help deliver against targets and meet agreed service level standards, particularly in application processing and response times.

- To deputise for the Head of Admissions in their absence
- To keep up to date and proactive on relevant admissions and sector related developments ensuring we are ahead of the curve, innovative and forward thinking
- To participate in key University events including Offer Holder Days, Open Events, Award Ceremonies, and other Recruitment events
- To maintain a working knowledge of international admissions to enable support across the broader Admissions team as and when required
- Any other duties or responsibilities as may reasonably be required by the Executive Director for Student Recruitment, Admissions & Partnerships and/or Head of Admissions
- To undertake appropriate professional development and mandatory training activities as identified or required (See Professional Development section).
- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy

### **Special Conditions**

The postholder will be required to travel and represent the University in the UK.

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.