

Post Graduate Admissions Lead

Department	Enrolment Management
Location	Devon House, London & Hybrid
Term	Full-time; permanent
Salary	£35,000
Benefits	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	ASAP

Job Description

Position overview

Reporting to the Admissions Manager - PG & Operations, the post holder will assist with the end-to-end admissions process for applications, from first contact to enrolment. You'll be required to monitor the provision of a customer focused service to applicants and enquirers, ensuring a prompt processing of applications and queries, meeting agreed turnaround times and maintaining an efficient operation at all times.

You will be the initial point of contact for applicants, which will include supporting prospective students in making their application through participation in events, presentations and personal telephone, email, and web chat support. By working closely with other members of the admissions team and with academic colleagues, you will ensure an efficient and fair application process for all applicants.

Duties and Responsibilities

- Provide an exceptional applicant experience.

- **Manage operations to ensure that the team's strategic objectives are delivered and make recommendations on actions to streamline the admission processes.**
- Implement policies and procedures to deal effectively with student requirements and complaints.
- Co-ordinate and collaborate with other student services departments like Academics, Registry, Visa Compliance etc.
- Process applications, maintain accurate and up to date admissions data on the progress of each pending application in accordance with strict guidelines and procedures, and the Data Protection Act.
- Monitor, review, and update all applicant communications and touchpoints in the admissions journey, suggesting improvements as required.
- Discuss student responses with line manager and other managers to improve the services provided.
- Plan and co-ordinate the operations with advisory services to provide support for prospects and students.
- Apply working knowledge of policies, procedures, and systems, providing an expert point of guidance.
- Work closely with the team to co-ordinate the day-to-day processes and prioritisation of tasks to ensure deadlines are met and the work is of a high standard.
- Review applications and make decisions based on agreed entry requirements, referring to academic staff where appropriate.
- Use initiative to resolve problems which arise such as resolving issues regarding processes and workload and resolving applicant issues.
- Manage small projects and contribute to longer term planning within the area as part of the local management team.
- Undertake a range of applicant support activities, including telephone call campaigns, emails, web chats, and personal consultations.
- Set performance standards and establish regular monitoring processes to ensure work is carried out and performed to the required standard, taking the necessary follow- up measures to ensure targets are met through effective performance.
- Work collaboratively and effectively within your department, sharing expertise and contributing to the development of the department operational plan.
- Participate in working groups within the university and externally if required, sharing ideas, experience and providing technical advice.
- Build cooperation and set example by always demonstrating a flexible approach

- Create a positive image of the University by being responsive, prompt, and courteous when responding to requests or enquiries from customers.
- Liaise with applicants and their nominated advisers or family, to guide them through the application process, ensuring that they have all the information they require regarding the process, programmes and the University.
- Ensure all student admissions practices comply with all current internal and external admissions and quality assurance policies.
- Gather applicants' references and supporting documents and manage student data in compliance with GDPR.
- Liaise with other members of the team and academics, to ensure prompt and complete academic consideration of each applicant.
- Provide support to the team with internal admissions/recruitment events, such as - Open Days/Taster Days, Offer holder days, Interview days, etc.
- Undertake any other duties as required by the Line Manager or as commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training.

Person specification criteria (essential / desirable)

- Ability to work as part of a team and independently (E)
- Excellent written and oral communication skills (E)
- Well-developed organisational skills and time management skills, including the ability to prioritise and manage workload (E)
- Ability to empathise and develop rapport with individuals applying to the university (E)
- Diplomatic influencing and relationship-building skills, to work with others and to convert initial enquiries into successful enrolments (E)
- A high level of attention to detail and accuracy (E)
- Knowledge and understanding of UK Higher Education and an intrinsic belief in the value of Higher Education (E)
- Knowledge of admissions in a UK university (E)
- Experience of working with customers face-to-face, digitally and over the phone (E)
- Experience presenting and conducting telephone campaigns (D)
- Recent experience of processing Tier 4 applications and applying the UKVI regulations, including checking applicants' documentation (D)

Enquiries

Informal enquiries may be made to Stefania Gilea (stefania.gilea@nulondon.ac.uk). However, all applications must be made in accordance with the application process specified.

Application process

Applications must include a covering letter of no more than one page and a full curriculum vitae.

The panel will be shortlisting for this position on a rolling basis so please apply as soon as possible. We reserve the right to close this post before the closing date if we receive a large number of applications.

Please note this role may require a basic or enhanced DBS check. Our organisation acknowledges the duty of care to safeguard, protect and promote the welfare of our students and staff, and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Ofsted requirements. You must adhere to the above if you are offered a role with NU London.

Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from all underrepresented groups, including the Global Majority. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

