

ESCAPE

STUDIOS

Position Title - Admissions and International Student Manager

Location - 6 Mitre Passage, North Greenwich (hybrid role)

Salary - competitive

Contract Type - Maternity Cover

Position Type - Fixed-term contract (9-12 months starting March 2025)

Reports to - Head of Admissions and Student Recruitment

Summary of the role

To manage the admissions systems and processes for undergraduate, postgraduate and international students so that the team delivers an effective, timely and customer focused service that supports Schools and applicants, maximizing student recruitment and satisfaction. To ensure in all these activities that Escape Studios remains compliant with its responsibilities to the OfS and to UKVI and is an exemplar of best practice.

Key responsibilities

- To manage admissions staff and to supervise and direct their work to achieve Escape Studios recruitment objectives.
- To contribute to the development of the admissions policies, including acceptance of international qualifications for entry
- Manage the admissions process from receipt of application (via UCAS or direct) to enrolment for all Escape courses, ensuring all application decisions are made in line with admissions policy, best practice and within set deadlines and procedures
- To ensure UKVI compliance.
- To assist in the timely production of management information for the Executive.
- To deliver appropriate admissions training and briefing sessions for academic and administrative colleagues across the institution.
- To be jointly responsible with the Head of Admissions and Student Recruitment for the review and check of applications for fraudulent claims / qualifications and communicating with applicants and awarding bodies, as necessary.
- To consult with the Finance Director on matters of visa fraud/query.
- To support the Head of Admissions and Student Recruitment in responding to complaints and appeals through investigation and information gathering.

- To fully support the work of the External Relations Team through cross-working at peak periods.

Competencies

- You will be a self-starter, expected to anticipate problems that may arise and use your initiative to deal with issues. You will recognise when it is appropriate and necessary to escalate certain issues.
- You will be proactive, being aware of issues that may impact recruitment in each area, monitoring progress against recruitment targets and taking action to address shortfalls and ensure targets are met.
- You will have excellent planning and organising skills with the ability to formulate and clearly articulate a plan of action and to implement this to meet deadlines and service deliverables.
- You will have excellent interpersonal and communication skills and an ability to work with tact and diplomacy in dealing with a range of people. The ability to receive, understand and convey information that needs careful explanation or interpretation e.g., procedures or regulations.
- You will have personal gravitas to inspire confidence in others.
- You will be methodical with good attention to detail and experienced in meeting deadlines and delivering high quality work.
- You will have a willingness to work occasional evenings and weekends to provide admissions support at student recruitment events (e.g Open Days)
- You will have experience of managing a team and an ability to actively contribute to building team morale.
- You will have a commitment to provide equal opportunity in a diverse and multicultural environment.

Qualifications and Previous Experience

- Degree or equivalent experience
- Substantial experience of student admissions, including international admissions.
- Current knowledge and experience of UKVI compliance and regulations, including implementation.
- Extensive and current experience of using information technology to manage large data sets and deadlines.
- Knowledge and understanding of all higher education regulatory bodies, such as UCAS and their associated policies and systems, in order to proactively manage the impact of any changes to the College.
- Experience of monitoring service delivery and quality
- Experience of exploring and seeking ways to improve and adjust levels and quality of service.