

LIBF

JOB DESCRIPTION

SECTION 1 – BASIC DATA

Job Holder's Name:

Job Title: Admission Specialist

Reports to: Director, UK

Location: London/ Home

Department: QPR

Job Family: Team Leader and Specialist

SECTION 2

DEPARTMENT STRUCTURE

To be confirmed.

SECTION 3

OVERALL JOB PURPOSE

To screen and assess applications in accordance with our admissions policies and guidelines, ensuring high integrity of the admissions process and an excellent experience for applicants.

SECTION 4

PRINCIPAL ACTIVITIES/OUTPUT OF JOB

- You will be responsible for the full admissions process, ensuring all required documents are provided and complete. You will make admissions decisions in line with policies and guidelines, escalating to the Admissions Manager when necessary.
- You will maintain and update student data in the Campus Management System and follow up on any missing documents.
- You will stay updated on study programs, marketing promotions, and discounts to effectively assist applicants.
- You will provide exceptional customer support to applicants, addressing enquiries primarily through email and meeting performance metrics and service level standards to ensure an excellent applicant experience
- You will collaborate with other departments, such as Sales and Student Office, to optimise processes and improve customer service.
- You will provide guidance and support to the wider team and actively share your knowledge.

LIBF

CONTACTS AND INFLUENCE EXERCISED

Internal and external stakeholders at all levels.

DECISIONS

Indicate the level which best describes the job holder’s involvement in the decision making process:

Follows written and verbal instructions and established guidelines	
Interprets policies & procedures	X
Participates in the establishment of guidelines & procedures	
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder’s decisions:

Restricted to employee’s own work	
Has impact on department/directorate* objectives	X
Has impact on The London Institute of Banking & Finance objectives	

DEFINITION /CLARITY

This is a new role and as such there will be a review of the duties of the role over time.

ANY ADDITIONAL FEATURES OF NOTE

None.

Signed Date
JOB HOLDER

Signed Date
MANAGER

PERSON SPECIFICATION

Job Title: Admissions Specialist

Reports to: Director, UK

Department: QPR

Qualifications, knowledge and professional memberships	Essential / desirable?	
Commercial education background	Desirable	
Bachelor's degree in any subject	Desirable	
Fluent English skills, both written and spoken	Essential	
Technical Skills and Experience		
Proven track record and competency working in the field of Admissions with a UK University/Institution.	Essential	
Excellent problem-solving skills, goal-oriented and reliable behaviour and open to process improvements.	Essential	
Proficiency in MS Office, experience with CRM systems or similar, quick to learn new IT systems.	Essential	
Teamwork and independent work, striking a balance between the two.	Essential	
Accurate, efficient, strong attention to detail, customer centric.	Essential	
Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	Essential / desirable?	Core for all employees
Values		
Collaboration	E	C
Adaptability	E	C
Innovation	E	C
Integrity	E	C
Support	E	C
Skills and Experience	Essential / desirable?	Core or Enhanced
Communicating effectively	E	En
Business thinking	E	C
Developing Yourself	E	C
Getting things done to achieve results	E	C
Digital Capability	E	C
The Customer Experience	E	C
Managing quality and standards	E	En
Applying judgement and taking decisions	E	En