

Job Description

Senior Admissions Officer

Position overview

Department	Admissions (Enrolment Management)
Location	Marble Quay, London (Hybrid role) – 3-4 days on campus
Term	Full-time; permanent
Salary Range	£38,000 - £40,000 per annum, depending on experience
Benefits	The university supports staff maintaining a good work/life balance, offer flexible working and parental leave opportunities, an Employee Assistance Programme which provides free, confidential advice on both home and work concerns as well as optional private medical insurance, season ticket loans and being part of the cycle to work scheme.
Line Management Responsibility	None
Reports to	Admissions Manager

Start date (dependent on successful completion of relevant checks)	Ready for immediate start
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The role

Join our friendly, dynamic and rapidly growing admissions team at Northeastern University London. Enjoy hybrid working in state-of-the-art offices and a campus with spectacular riverside and marina views in central London. Following the creation of exciting new degree programmes at the University, and exponential growth in applications, we are recruiting a Senior Admissions Officer to join the team. The post holders will be based in St Katharine Docks at the NU London campus based on the river next to the Iconic Tower Bridge, and will be campus based three to four days a week. You'll be working as part of the broader Enrolment Management team (EM), which is a friendly, supportive and professional directorate within Northeastern University London, with a focus on supporting students during the pre-enrolment stage of their journey.

Reporting to the Admissions Manager, the post holders will take responsibility for the efficient processing of Undergraduate applications ensuring they are processed fairly and within agreed service levels. Helping to develop and upskill the departments Admissions Officers. Helping to deliver the end-to-end admissions process, from first contact to enrolment. Working cross departmentally, and taking a key role during peak times during the cycle e.g. clearing

Duties and Responsibilities

- To process and manage admissions applications, via the CommonApp, direct, and UCAS, in conjunction with colleagues in the admissions team and academic faculty.
- To ensure that applications are processed by the team within agreed service levels
- To ensure high-quality customer service is offered to all applicants, at all stages of the application process.
- To ensure all student recruitment/admissions practices comply with all current internal and external admissions and quality assurance policies.
- To manage student data in compliance with GDPR
- Track decisions on whether to interview, arrange interviews, support applicants on interview day and coordinate post-interview feedback.
- To provide support to the team with internal recruitment events, such as - Open Days/Taster Days, interview days, etc.
- QC checking admissions specific documents e.g. Offer letters, webpages etc
- Work cross departmentally on shared projects e.g. enrolment, transfers
- Help design and deliver training for the admissions officers
- Support the Admissions Manager in preparing regular and end of cycle reports and analysis

Person specification criteria (essential / desirable)

To undertake this role, the following should apply – should you not have the experience below, please do highlight where transferable skills would assist with you undertaking the role.

- Experience working on an admissions team at a UK University (E)
- Degree (or equivalent qualification) or comparable knowledge and transferable skills gained through professional experience
- High level of attention to detail (E)
- Experience working with UCAS or Commonapp (E)
- Knowledge and experience of using an online Admissions or CRM system (E)
- Understanding of the admissions life cycle from application to enrolment
- Excellent written and oral communication skills (E)
- Well-developed organisational skills and time management skills, including the ability to prioritise and manage own workload and the workload of others (E)
- Excellent written and oral communication skills (E)
- Experience making fee assessments (D)

About the University

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. Northeastern University London is part of Northeastern University's Global Campus Network. Positioned as top ranking in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021.

Northeastern University London offers a vibrant, collegiate community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers, and society. It offers state of the art audio visual technology in its teaching and meeting spaces across the organisation.

Enquiries

Informal enquiries may be made to Ryan Lucas-Reid Admissions Manager ryan.lucas-reid@nulondon.ac.uk However, all applications must be made in accordance with the application process specified.

Application process

Participation in the equal opportunities section is encouraged, but voluntary.

Things to consider

For staff's own wellbeing, for part time roles, the expectation is if you have multiple roles, they should not exceed full time (37.5 hours per week), and for full time roles, the

expectation is that this will be your only role (apart from intermittent roles such as exam invigilator etc).

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.