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**Job Description**

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| **Job title:** | **PGT Admissions Selection Officer** |
| **Department/School:** | **SRAO** |
| **Grade:** | **6** |
| **Location:** | **University of Bath premises** |

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| **Job purpose** |
| The Postgraduate Taught (PGT) Admissions Selection Team is responsible for managing selection for all postgraduate courses across the year, with the aim of admitting the most able and motivated students while providing a professional and efficient experience for applicants. Working to criteria developed with Directors of Study, admissions selectors assess PGT applications for a specific portfolio of courses and independently make and apply offers or unsuccessful decisions for these applicants in a fair, consistent and transparent way. As one of the Postgraduate Admissions Selection Officers you will support and motivate a group of these PGT Admissions Selectors while also directly managing your own smaller portfolio of courses. Alongside the other members of the Selection Team, you will be responsible for checking decisions made by other members of the team and for assessing the fee status of applicants.  The post holder will liaise with prospective postgraduate students and their representatives, members of academic staff, professional services and external agencies providing advice and guidance in a helpful and professional manner.  You will also be involved in representing the Admissions Team and the University as part of student recruitment activities, including occasional attendance at recruitment fairs.  The post holder must be able to work to tight deadlines on his/her own initiative, and to learn new systems and procedures rapidly.  In supporting your team and making selection and fee decisions you will need to interpret and apply sometimes complex frameworks of criteria and regulations, including changing external requirements. You will also need to consider the wider implications of individual admissions decisions, including monitoring overall offer numbers. Maintaining an understanding of both the Postgraduate application process and relevant qualifications is essential. Due to the impact of incorrect admissions decisions on both students and the University, you will need a very high level of accuracy and attention to detail at all times. This is a team-focused role with extensive interaction with colleagues, applicants and their representatives so excellent interpersonal skills are essential. |

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| **Source and nature of management provided** |
| Immediate line management will be provided by the Head of PGT Admissions with input from the other Admissions Managers. |

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| **Staff management responsibility** |
| You will directly line manage a team of no more than six PGT Admissions Selectors, but may give work directions and guidance to Administrators in other selection teams as required. |

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| **Special conditions** |
| Occasional weekend work may be required for which time-in-lieu is provided. Some off-campus travel is required from time to time. |

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| **Main duties and responsibilities** | |
| You will be expected to: | |
| **1** | Provide leadership and line management for your team of PGT Admissions Selectors, including the recruitment, development and training, and ongoing appraisal of staff. Working in close partnership with the other Admissions Managers and Officers manage and monitor the selection and enquiry work of the Selection Team and ensure priorities are set to deliver on key application deadlines. Ensure all appropriate HR policies and procedures are observed in the running of the team. |
| **2** | Manage selection decisions for a specified portfolio of postgraduate taught courses across the admissions cycle, assessing applications against a framework of agreed criteria and liaising with academics in departments to ensure decisions are at all times fair, consistent and transparent and made in accordance with the University Admissions Policy. Assess and check fee status decisions for postgraduate taught applicants, ensuring all appropriate evidence is collected and collated and decisions are applied fairly and equitably. Ensure appropriate contextual factors and circumstances that may affect applicant selection in individual cases are considered as part of all decisions made by the Central PGT Selection Team. |
| **3** | Monitor the application of criteria for your portfolio of courses and the portfolios of your team within the constraints of offer targets set by the Academic Director of PGT and Head of PGT Admissions. Analyse statistical reports using Business Objects, on offer turnaround so that the need for additional support at peak periods can be identified before there is a significant deterioration in service to applicants. |
| **4** | Work closely with academics and Directors of Study to develop admissions criteria collaboratively, and through advising on qualifications and admissions practices reach decisions on more complex applications. Ensure all relevant stakeholders are kept up-to-date with the progress of applications and any emerging trends or issues. This includes supporting administrative and academic colleagues in Faculties to ensure the processing of selection decisions and recruitment activities and/or interviews are aligned and working smoothly. |
| **5** | Ensure admissions considerations and decisions are accurately recorded through University Student Record System (SAMIS). Check the accuracy and validity of decisions made by other members of the PGT Admissions Selection Team. Assess the validity of qualification documents provided by applicants and ensure all appropriate qualifications are correctly recorded for all accepted students. |
| **6** | Communicate directly with applicants to gather additional information on their circumstances as necessary. Liaise with appropriate external organisations (UKCISA, NARIC) to resolve queries or issues arising with an applicant’s qualifications or the application process. Support PGT Admissions Selectors in handling more difficult or complex communication with these groups. |
| **7** | Handle enquiries made to the Central PGT Admissions Team (in person, by phone or in any other medium) in a courteous and helpful way. Act as the first point of contact for prospective students, and their representatives for your portfolio of courses, providing information, advice and guidance on all admissions matters in an independent and professional manner. |
| **8** | Lead the Team in ensuring that application and deposit payments (where applicable) are collected and recorded appropriately and securely, liaising with credit control as appropriate. |
| **9** | Oversee the maintenance of clear, consistent, thorough and accurate internal records of admissions criteria for the Selection Team and ensure that externally published requirements are accurate and up to date across the University’s website, search tools and related systems. Be aware throughout of the implications of the Data Protection and Freedom of Information Acts on the processing and retention of data. |
| **10** | Take the lead in acquiring in-depth knowledge of specific regulatory documentation relating to postgraduate admissions, reminding colleagues of duties/responsibilities and providing training as required |
| **11** | Lead the team in delivering work that is in line with University of Bath policies, procedures and regulations. Ensure at all times the promotion of equality of opportunity and non-discrimination |
| **12** | Support the Team in ensuring that the University’s policies and procedures are observed when handling applications from students with criminal convictions and when handling suspected fraudulent applications and signpost these applications to the relevant admissions specialist as appropriate. Ensure all admissions decisions are consistent with UK Visas & Immigration (UKVI) compliance. Contribute as necessary to document checking sessions as part of student enrolment. |
| **13** | Manage the administration of Disclosure and Barring Service (DBS) for checks for students applying for a check for their studies. |
| **14** | Specify, plan and deliver research on qualifications and entry requirements at competitor institutions to inform admissions practices and requirements. |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance | |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| A first degree or equivalent professional experience | 🗸 |  |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| Experience of working in an admissions environment | 🗸 |  |
| Experience of working in a customer-focused environment | 🗸 |  |
| Experience in leading or managing a team |  | 🗸 |
| Knowledge of current issues within the Higher Education Sector. | 🗸 |  |
| Knowledge and experience of other external agencies relating to HE and International Students e.g. UKCISA, UK NARIC etc. |  | 🗸 |
| Understanding of the PGT application process and admissions services | 🗸 |  |
| Experience of providing information, advice and/or training | 🗸 |  |
| Knowledge of overseas qualifications and education systems |  | 🗸 |
| Experience of maintaining clear and accurate records and analysing/presenting data | 🗸 |  |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Good IT skills including the use of email and Microsoft Office (Word, Excel, etc) | 🗸 |  |
| Excellent written and oral communication skills, with a high level of accuracy and attention to detail including cross-cultural communication skills | 🗸 |  |
| Excellent interpersonal skills in order to communicate effectively with staff, students and members of the public, for some of whom English may not be the first language. Ability to develop good working relationships | 🗸 |  |
| Competence using SITS or similar student records database |  | 🗸 |
| **Criteria: Attributes** | **Essential** | **Desirable** |
| Ability to work with both speed and to a very degree of accuracy with a high attention to detail | 🗸 |  |
| Maintain an enthusiastic and professional attitude | 🗸 |  |
| Ability to work effectively in a team and independently | 🗸 |  |
| Ability to manage competing demands and independently prioritise work to meet agreed objectives. | 🗸 |  |
| Commitment to high quality of customer service | 🗸 |  |
| Responsive to problems and complaints | 🗸 |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**  Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**  Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**  Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:**  Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**  Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**  Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**  Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**  Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. |