

Job Description

Job title:	Admissions Administrator
Department/Faculty:	Recruitment & Admissions Office, Registry
Reporting to	Deputy Head of Recruitment & Admissions
Grade:	4
Location:	This post will be based at the Claverton Down campus, Bath and any other location of services run by the University of Bath

Purpose of the job:

Recruitment & Admissions Office

The post-holder will be member of a team of admissions professionals with responsibility for the recruitment and admissions of students to the University of Bath. S/he will be working closely with academic staff across the University and will be liaising with schools, colleges and directly with applicants. S/he will also be expected to participate in recruitment activities such as Open Days and Higher Education conventions, and to support other Registry activities in a professional and flexible manner. This varied role requires the exercise of independent judgement and initiative, strong administrative and excellent interpersonal skills.

Duties and Responsibilities:

1. Applications

- Manage the admissions processing of a portfolio of programmes in close liaison with academic departments, applying agreed criteria to make admissions decisions consistently and fairly.
- Handle telephone and email enquiries from prospective students, their parents, teachers and advisers independently and in a timely and professional manner.
- Process incoming applications for all degree programmes, checking qualifications, the validity of decisions and authenticity of results.
- Enter decisions and generate offers using the University Student Record system and other databases with the aim of 100% accuracy.
- Monitor the responses of applicants to decisions and provide data to Faculties and Departments on applicant status and workflow.
- Check and verify the fee classification of applicants.
- Ensure that correct procedures are followed when dealing with fraudulent applications, applicants with criminal convictions and under-age applicants.
- Ensure that correct procedures are followed when dealing with international students requiring visas in accordance with the new UKBA points based system for immigration.
- Liaise regularly with both academic and administrative staff.

2. Enquiries & Recruitment

- Handle all enquiries in a courteous and helpful way; these may be by telephone, email, letter, fax or in person.
- Monitor Request Tracker (web-based enquiry system) queues and help collate data relating to all admissions enquiries.
- Assist with University Open Days, UCAS Conventions and schools visits.
- Represent the University at higher education conventions.
- Assist with the production and distribution of publicity materials and updating of web

<p>pages.</p> <ul style="list-style-type: none"> • Assist with the monitoring and updating of all information relating to admissions.
<p>3. <i>Other duties</i></p> <ul style="list-style-type: none"> • Deputise for the personal assistant to senior registry office staff in his absence. • Assist with the provision of on-the-job training for new staff. • Maintain a tidy and organised work area. • Process expenses and invoices. • Filing, photocopying, ordering stationary. • Attend and minute meetings. <p>The post-holder may be asked to help other sections of the Registry and to undertake duties as requested by the Academic Registrar from time to time</p>

<p>General responsibilities</p>
<p>Policies & Procedures</p> <p>The postholder is required to familiarise themselves with all University policies and procedures and to comply with these at all times.</p>
<p>Confidentiality & Data Protection</p> <p>The postholder must maintain the confidentiality of information about students, staff and any other personal information and meet the requirements of the Data Protection Act (1998) at all times. The postholder must comply with all University Information and Data Protection policies at all times.</p>
<p>No Smoking</p> <p>The University of Bath has a clear policy of no smoking in all buildings and areas that it controls. All Trust staff are not permitted to smoke in any area other than the specifically designated outside smoking areas.</p>
<p>Health & Safety</p> <p>Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and any subsequent relevant legislation and must follow these in full at all times including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for students, visitors and staff.</p>
<p>Flexibility</p> <p>This job description is intended to provide a broad outline of the main responsibilities only. The postholder is required to be flexible in developing their role in agreement with their designated manager. In addition they may be required by their manager to carry out any other duty commensurate with their grading and expertise.</p>

Person Specification

Qualifications	Essential	Desirable	Assessed by: AF / Int / T*
1. Educated to GCSE level or equivalent qualification or experience including English Language and Mathematics	X		AF AF

Experience and Knowledge	Essential	Desirable	Assessed by: AF / Int / T*
2. A proven record of generalist administrative experience	X		AF & I
3. Experience of working in a customer-focused environment	X		AF & I
4. Experience of providing information & advice		X	AF & I
5. Understanding of the UCAS application process and higher education admission		X	AF & I
6. An awareness of good data management practice e.g. Freedom of Information, Data Protection		X	AF & I
7. Experience of the Higher Education sector		X	AF & I
8. Knowledge of the UK secondary education system		X	
9. Experience of admissions in a higher education setting			
10. Understanding of both undergraduate & postgraduate higher education admissions processes.		X	
11. Thorough knowledge of data management legislation and good practice including Freedom of Information and Data Protection Acts	X		

Skills	Essential	Desirable	Assessed by: AF / Int / T*
1. Computer literate with experience of MS Word, Excel and email packages	X		AF, Int & T
2. A confident user of databases and reporting tools	X		AF & Int & T
3. Ability to work with speed and accuracy	X		T

Attributes/competencies (to be demonstrated by the job holder)	Essential	Desirable	Assessed by AF/Int/T*
1. Communication <ul style="list-style-type: none"> Excellent verbal and written communication skills Maintain professional attitude 	X		AF/Int
2. Customer Focus <ul style="list-style-type: none"> Commitment to high quality customer service Commitment to continuous improvement of the customer's experience Responsive to problems and complaints 	X X X X		AF/Int
3. Teamwork <ul style="list-style-type: none"> Able to be helpful and supportive of other team members Able to listen and take advice from colleagues 	X		AF/Int
4. Planning & Organising <ul style="list-style-type: none"> Well organised, accurate keeper of records Prioritise work tasks and plan how deadlines will be met Finish jobs and deliver on schedule Able to work effectively under pressure 	X X X X X		AF /Int
5. Flexibility <ul style="list-style-type: none"> Able to work in an environment where change is a constant feature Flexible, adaptable and willing to work occasional weekends and evenings with some overnight stays. Willingness to undertake training 	X X x		AF

*(AF: Application form, I: Interview, T: Testing)

Additional Information

It may not be possible to take leave at certain times of the year, particularly in August as this is one of our busiest times.

The Registry

The principal function of the Registry is to co-ordinate all aspects of student administration from admission through to graduation. It is divided into three sections, the Recruitment and Admissions Office (RAO), responsible for UK and international recruitment and admissions at undergraduate and postgraduate level, the Student Records and Examinations Office (SREO) which deals with all enrolment, records and examination arrangements and the Careers Advisory Service (CAS). Further information can be found at the <http://www.bath.ac.uk>.