



UNIVERSITY OF PLYMOUTH

Role:	Admissions Officer
Grade:	4
Reports to:	Admissions Operational Manager & UCAS Specialist
Direct responsibility for:	N/A

Role Summary:

Under the direction of the Admissions Operations Manager for Enquiries and Admissions Service, the role holder will contribute to the delivery of a customer focused, cost effective and efficient admissions service, considering and making decisions on applications in line with policies and requirements, this will include undergraduate, postgraduate, home and international applications from initial assessment to CAS (Confirmation & Study document) issue.

Supporting the Admissions Operations Manager in maintaining and ensuring the accuracy of admissions data held on the University Website and UCAS interface.

Assisting with the management and delivery of applicant interviews for the required courses.

The role holder will develop and maintain a defined area of expertise in order to offer effective support to applicants and their families by developing and maintaining a breadth of skills to support flexible deployment as required.

The role holder will be required to liaise with internal and external stakeholder including faculties and other directorates and departments within the University in relation to applications

Key Accountabilities:

- Contributes to the delivery of an effective and flexible admissions service, offering support, training and guidance to team members as appropriate
- Processes applications in an accurate and timely manner
- The role holder will consider and make decisions on standard and more complex applications, following the University's admissions policies and entry requirements
- Uses a variety of systems to support application processing and customer relationship management
- Organises meetings, visits and events, including a high volume of mandatory

This job description provides a general reflection of the key accountabilities associated with the post, it is expected that the role holder will undertake any other reasonable activities to assist in an efficient Enquiries and Admissions service for the University.

interviews for professional courses by coordinating calendars, documentation, facilities and associated arrangements.

- Processes and issues information, correspondence and documentation in line with admissions processes
- Interfaces with applicants, partners and external stakeholders such as UCAS to provide advice. Communicates changes and responds to queries and requests in an effective and timely manner
- Prioritises and makes task related decisions within designated activities
- Contributes to teamwork planning to meet the changing needs of the service
- Collaborates with team members and peers across the University to exchange knowledge and achieve joint projects and objectives
- Ensures all activities undertaken within this role will be compliant with the University's policies, including Health & Safety, Equality and Diversity, Ethics, Data Protection etc.

Measures of Success:

- Successful delivery of key priorities and objectives agreed as part of the University's formal Performance Development Review
- Stakeholder satisfaction
- Processing applications correctly and within defined turnaround times in order to maximise conversion.
- Offering support and advice to applicants within defined response times.
- Streamlined and continuous improvement for offer making
- Accurate data recorded in related channels/technologies for application data

Knowledge, Education & Training:

- Numeracy and literacy at secondary education level (or equivalent demonstrable experience) - **Essential**
- Educational attainment at further education level (or demonstrable equivalent experience) - **Desirable**
- Good working knowledge/training of Microsoft Packages, CRM systems, databases (Preferably SITS) & external interfaces such as UCAS and DFE - **Essential**

Experience:

- Working in a customer service environment - **Essential**
- Office administration - **Essential**
- Working as part of a team - **Essential**
- Working in a fast paced high volume environment - **Essential**

Skills:

- Effective verbal and written communication skills - **Essential**
- Data reporting - **Desirable**
- Customer service - **Essential**
- Ability to work effectively as part of a team - **Essential**
- Ability to prioritise effectively for the needs of the business - **Essential**

- Ability to multi-task at all times making accuracy a priority - **Essential**

University of Plymouth Behaviours:

- Demonstrates Self-Leadership
- Develops self and others to deliver
- Leads and operates in times of change and ambiguity
- Builds and secures value from relationships
- Drives innovation and action
- Creates and contributes to a shared vision
- Uses sound business judgement

Special Conditions:

- There will be a requirement to work weekends and evenings when specified which includes supporting events and activities particularly during peak Admissions periods such as January & February & August & September.
- There may be a requirement to travel and work away from campus
- The role is predominantly office based