

Candidate Brief

Admissions Officer

Closing Date	12 p.m. (Noon) on Monday 16 th November 2026
Interview Date	Tuesday 1 st December 2026
Grade/Salary	Grade 5 (£27,240.87 - £30,985.99)
Hours	Full time, 35 hours per week
Type of Contract	Fixed term, for a period of 2 years
Annual Leave Entitlement	33 days pro rata plus 8 plus closure days over the festive period and 2 additional closure days pro rata which are determined by the University annually
Pension	Abertay University Pension Scheme (AUPS)
Recruiting Manager	Admissions Manager
Recruiting Manager Contact	I.bewley@abertay.ac.uk
Area	Strategy, Governance, and External Relations (Admissions)
Location	Kydd Building, Bell Street, Dundee, DD1 1HG



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1. Abertay University

Abertay University is a modern, pioneering, and ambitious university with around 5,000 students. We have a strong and evolutionary tradition of preparing students for the industries and jobs of the modern world. Abertay has made its mark with high-quality, well-directed teaching and research which, in turn, provides a stimulating and enriching experience for our students.

Abertay University has achieved the Athena Swan Bronze Award, recognising the university's achievements in respect of gender equality. The university is also proud to hold the Race Equality Charter Mark Bronze Award for our ongoing commitment and active steps to improving race equality for our staff and students.

Visit our website for more information on:

- [Working at Abertay](#)
- [Teaching and Learning](#)
 - [Research](#)

The City of Dundee

Dundee is a historic city set in a beautiful, sunny location on the east coast of Scotland. As well as being a compact city, Dundee has great schools and beautiful surrounding countryside. Just a little over an hour's drive away from Edinburgh, Glasgow and Aberdeen, Dundee's property prices can be half those of Scotland's larger cities.

Dundee is the UK's first UNESCO City of Design based on its contributions to medical research and the creative industries. From September 2018 Dundee became home to the second Victoria and Albert Museum, the V&A Museum of Design.

The Campus

The heart of the University lies in Bell Street, with most teaching and learning facilities, offices, research centres, and the Library all within just a few yards of each other.

You can find out more about the city and Abertay's campus by watching our [Working at Abertay](#) video.

Employment within Abertay

Abertay University recognises the value of a diverse working environment, and is keen to receive applications from individuals from across all of the equality protected characteristics (race, gender, disability, gender reassignment, age, sexual orientation, religion/belief, pregnancy/maternity, marriage/civil partnership).

The University also supports opportunities for part-time and flexible working and has policies in place to facilitate this. More information on our policies can be found at <https://www.abertay.ac.uk/about/working-at-abertay/>.

2. The Service and Area

The Strategy, Governance, and External Relations (SGER) service leads the University in both its outward facing activities and our internal corporate relationships and communications. SGER covers a range of activities, including Communications, Events and Engagement, Governance, Marketing, Web and Design, Strategic Planning, UK Recruitment and Admissions and Administrative Services. The staff comprises a mix of specialisms to ensure the University is positioned with a distinctive voice and creates impact in terms of both reputation and revenue.

SGER is looking to appoint an Admissions Officer to join the existing Admissions Team. Lead by the Head of Admissions and UK Recruitment, the team's primary objective is to deliver a professional and high-quality admissions service to UK and International applicants, processing applications for all study levels to support the achievement of the University's strategic objectives relating to student recruitment.

We have a flexible approach to work, where the team work on a 'hybrid basis' - with a mix of on campus and at home working to suit both business needs and to provide a work-life balance.

3. The Role

Role Specific Duties and Responsibilities

Based in our busy Admissions team within the SGER, you will work as part of the team that provides administrative support for the processing of UCAS and direct applications ensuring the effective delivery of admissions services and contributing to recruitment target success each year. You will work closely with the admissions team as well as colleagues across the university, ensuring that every applicant is dealt with appropriately and efficiently.

We operate centralised student admissions and offer-making processes, with all applications for full and part time courses on campus from UK and International applicants being processed by the Admissions team.

You'll be responsible for processing applications and particularly partnership applications within agreed timescales, making decisions on applications against pre-agreed criteria and undertaking qualification verification checks on applicant qualifications from our TNE and online partners.

You'll provide high standards of customer service, dealing with queries from applicants and their advisers, and providing admission guidance to colleagues.

You'll have excellent interpersonal skills, a keen eye for detail, and an ability to work under pressure, adapting to changing demands of a busy team. You'll be expected to be a self-starter with a positive can-do attitude, and work collaboratively with others in a solution-orientated manner.

The role requires a level of flexibility to meet the demands of peak admissions processing times (November-January and July-September).

Key Responsibilities

- Provide exceptional applicant experience and strive to continuously improve service delivery.
- Process applications against set criteria and within agreed timescales, making decisions on applications or referring to Faculties where necessary.
- Complete the admission process for our Partnership and TNE applicants, liaising with Academic Staff and undertake quality assurance processes relating to qualification verification.
- Issue offers and deal with supporting documentation, make confirmation decisions following the receipt of exam results for existing applicants and for new applicants during clearing.
- Provide support and guidance to applicants, partners and colleagues on a wide range of queries related to admissions.
- Assess eligibility for UKVI Student Visa, create and issue UKVI Certificate of Acceptance of Studies (CAS) for international applicants to support them through the student visa process.

- Use the University's student record system (SITS) to process applications, record decisions and create CAS ensuring compliance with University policies and relevant data legislation.
- Provide admissions support to University events including Open Days, Offer Holder Days, and Clearing.
- Undertake any other duties as may reasonably be required by the Admissions Manager

4. Person Specification

Attributes	Essential Selection Criteria	Desirable Selection Criteria
Education/Qualifications	Educated to a minimum of SCQF Level 6 including literacy and numeracy or significant relevant experience	
Knowledge and Experience	<p>Demonstrable provision of excellent customer service</p> <p>Evidence of delivering against targets</p> <p>Experience of using complex computer databases, preferably student record systems</p> <p>Experience of working under pressure/tight deadlines at peak application periods</p> <p>Experience of working with meticulous to detail</p> <p>Appreciation of working with confidential information</p> <p>Excellent IT and technical skills in Microsoft Word, Excel, and database or student admissions systems</p> <p>Excellent interpersonal and team working skills, working effectively as part of a team and to work out of hours as required by the needs of the post</p> <p>A solution-orientated approach to work</p> <p>Be personally resilient when working in a high pressure, fast paced environment</p>	<p>Relevant administrative experience in a further or higher education environment</p> <p>Knowledge of student visa regulations and other UK visa processes</p> <p>Knowledge of UKVI Student Visa regulations</p> <p>Experience of appropriate higher education IT systems including UCAS, and a student records system, preferably SITS</p> <p>Knowledge of higher education academic regulations and International English Language qualifications and their importance</p> <p>Knowledge of HE qualification frameworks, including pre-HE qualifications</p>

5. Competencies

In order to achieve Abertay University's goals all employees need to demonstrate the following competencies:

Effective Communication

Definition: The use of appropriate communications media and methods, to convey, explain or discuss information in a manner that is clear and accurate for the target audience.

Expected Level: The ability to use verbal, written and electronic media to receive and convey straightforward information, explain complicated matters simply and to represent or restructure messages to correct any misunderstandings or mistakes.

Liaison and Networking

Definition: Active participation in, contribution to or leadership of internal/external networks which build positive relationships and promote collaborative working.

Expected Level: The ability to ensure accurate information is passed on to the most appropriate people in a timely and co-ordinated fashion. Ensures work is completed effectively in line with team objectives and to improve working practices.

Planning & Organising

Definition: Proactive planning, prioritisation and organisation of work activities and resources to ensure best value is achieved whilst maintaining service availability and quality standards.

Expected Level: The ability to anticipate and adapt plans to take account of new priorities, problems or delays and to have contingencies and a review of progress.

Initiative and Problem Solving

Definition: Showing desire for continuous improvement in individual and team performance by actively contributing to problem solving and responding positively to opportunities for development.

Expected Level: The ability to analyse problems, identify their cause, and involve others appropriately in developing solutions to resolve unprecedented problems and to prevent any recurrence.

Teamworking and Motivation

Definition: Working with others in a co-operative and collaborative capacity to motivate and, where necessary, lead teams to achieve their objectives.

Expected Level: The ability to anticipate difficulties, take appropriate preventative action and provide support, assistance and cover to other members of the team so that the team and individual members can achieve their objectives.

Decision Making

Definition: Active contribution to/leadership of decision-making processes within the team which ensure objectives are achieved and quality standards are maintained.

Expected Level: The ability to combine rational analysis and experience to contribute to decision making while identifying and introducing possible options previously not considered and implications that may have wider and longer-term impact.

6. Application Process

Making your application

Internal Applicant

When you are ready to start your application, you can apply via Employee Self-Service, there will be a link called 'Apply for a Job'. The application form will be populated automatically with the personal data currently held about you.

External Applicant

When you are ready to start your application, you will be prompted to register on our online recruitment system, which can be found at <https://www.abertay.ac.uk/about/working-at-abertay/jobs>

You will be guided through all of the stages of the application form. You will also be asked to upload your curriculum vitae. Within the online application form you will be asked to provide a supporting statement, this should be used to provide evidence that you meet all essential criteria within the person specification, including the essential competencies. Providing evidence is crucial as the essential criteria are mandatory requirements for the post. If you do not provide sufficient evidence for these requirements then we cannot guarantee that you will be short-listed for interview.

Interviews

It is anticipated that interviews for the post will be held on the date stated on the first page of this document or as soon as possible after the closing date. Applicants who are shortlisted for interview will be sent details of time and venue as soon as possible after the closing date.

If you have any queries regarding your application, please contact:
recruitment@abertay.ac.uk; +44 (0)1382 308961

Committed to Equal Opportunities

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