

Job Profile

Post: Deputy Head of Admissions

Job number: 0001OKY

Reports to: Associate Director of International and Admissions

Responsible for: Admissions Team

Hours: Full-time – 37 hours per week

Contract type: Permanent

Campus base: The post is based at Bishop Otter Campus, Chichester, with an expectation of office attendance for a minimum of three but ideally four days per week. Occasional travel to the Bognor Regis Campus or other University locations may be required, together with some evening and weekend working during peak periods and University events.

Function of the Post:

The Deputy Head of Admissions leads the day-to-day operation and development of the University's admissions function across undergraduate, postgraduate, home and international admissions. Reporting to the Associate Director, the postholder is accountable for the quality, timeliness, consistency and compliance of admissions services, effective staff and systems management, and the continual improvement of the applicant journey.

Principal Accountabilities:

- Lead the day-to-day delivery of the University's admissions function, ensuring applications, offers and decisions are processed efficiently, accurately and consistently across all applicant groups and routes.
- Establish and monitor admissions service standards, including applicant turnaround times, academic referrals, decision quality and applicant communications, taking action to address delays and backlogs.
- Lead the review and continuous improvement of admissions processes, systems and workflows, identifying and implementing changes, including automation, to improve service quality and operational efficiency.
- Oversee the implementation and review of admissions policies, entry requirements and delegated decision-making arrangements, ensuring approved course information is accurately maintained across SITS, UCAS and applicant-facing platforms.
- Act as the senior operational escalation point for complex admissions cases, including qualification verification, suspected fraud, complaints, appeals and visa-related matters, ensuring compliance with University policies and relevant regulatory requirements.

- Lead the effective operational admissions use of SITS, ensuring data integrity, reliable system integrations, effective workflows and appropriate staff training, working closely with IT, Student Records and external suppliers where required.
- Monitor and analyse application volumes to identify risks, forecast workloads and inform operational improvements.
- Lead, develop and performance-manage the Admissions team, ensuring effective resource planning, training and operational resilience, particularly during peak periods including Confirmation, Clearing and international admissions deadlines.
- Build effective relationships with academic departments, Registry, Recruitment, Marketing and other professional services, establishing clear referral processes and responsibilities to support timely decisions, applicant conversion and a smooth transition to registration.
- Represent the admissions function in relevant University groups and external networks, providing expert operational advice and deputising for the Associate Director on admissions matters as required.

Teamwork

- Understand and actively embrace the University's distinctive sensibility, the qualities, values and characteristics expected of everyone working for the University.
- Act as a responsible team member, leading where agreed, and develop productive working relationships with other members of academic and professional services staff.
- Contribute to and/or lead on team and departmental meetings, training and/or committees internally or externally.
- Contribute to the development of new systems and procedures.
- Work with colleagues and students to sustain and strengthen an inclusive, supportive, caring and authentic learning community.

Other duties:

You are required to undertake such other duties appropriate to the grade and content of the work as may reasonably be required of you. The list of duties in this job profile should not be regarded as exclusive or exhaustive and require a flexible approach to work. Please note that, in consultation with you, the University reserves the right to update your job profile to reflect changes in, or to, your post.

Equality, Diversity & Inclusivity

- Take responsibility for upholding and complying with the University's Equality, Diversity and Inclusivity policies and for behaving in ways that are consistent with fair and equal treatment for all.
- Take responsibility for own learning and engagement with equality issues and actions and consider the impact of their actions to ensure that they do not have a detrimental effect on achieving equality of opportunity.

The University believes that everyone has the right to be treated equally and that the diversity of individuals and groups should be embraced, valued and respected. The University is committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation, and to support this the University has a number of policies that staff should ensure they are familiar and compliant with. All policies are available on the University's Intranet. Any breaches may lead to termination of employment.

Health and Safety

Take responsibility for ensuring that workplace responsibilities within the University are carried out with full regard to, and in support of, the University's Health and Safety policies. This might include acting as Health and Safety Co-ordinator, Fire Warden, Risk Assessor, First Aider or other Health and Safety Representative.

Sustainability and Environment

The University is fully committed to sustainable development and environmental initiatives. It accepts its environmental responsibilities and recognises the contributions it can make to the resolution of global, regional and local environmental issues. The University will continuously seek to improve its environmental performance and will comply, as a minimum, with all relevant environmental legislation, regulations and codes of practice. All staff are required to support the aims of the University's Environmental & Sustainable Development Policy.

Data Protection

You will be responsible for ensuring that workplace responsibilities, within the department, are carried out in compliance with the requirements of the Data Protection legislation and the Employment Practices Data Protection Code, especially concerning confidentiality, treatment of personal information and records management.

Right to Work

The current British and European Law states that the University cannot employ a person who does not have permission to live and work in the UK. Immigration guidance is available at <https://www.gov.uk/guidance/new-immigration-system-what-you-need-to-know>. All new employees will need evidence of their right to work including evidence of settled status, pre-settled status or a valid visa. Please note the University is unable to financially support any visa applications.

Information and guidance regarding visas and Right to Work evidence is available from the Government website <https://www.gov.uk/check-uk-visa>.

Disclosure Service Certification from the Disclosure and Barring Service

University staff may be required to hold Disclosure Service certification from the Disclosure and Barring Service (DBS). The University is a registered body with the Disclosure Service, reference number 20537300005. Further information about the Disclosure and Barring Service is available from the DBS website at <https://www.gov.uk/government/organisations/disclosure-and-barring-service>

Principal Attributes and Person Specification:

Essential requirements are those, without which, the candidate would not be able to do the job. It is expected that the post holder will have the knowledge and qualifications indicated, or equivalent qualifications and experience.

Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Selection Criteria	Essential	Desirable
Knowledge and Qualifications		
Strong knowledge of UK higher education admissions, including undergraduate, postgraduate, home and international admissions routes, qualifications and UCAS processes.	●	
Strong knowledge of admissions policies, entry requirements, delegated decision-making, complaints, appeals and relevant regulatory obligations.	●	

Working knowledge of international qualifications, UKVI requirements affecting admissions, and applicant consumer protection expectations.	•	
Understanding of student information systems, admissions workflows, data integrity and reporting requirements.	•	
A relevant degree or professional qualification.		•
Skills		
Ability to lead, organise and develop an admissions team, manage competing priorities and maintain standards under pressure.	•	
Ability to review, map, challenge and redesign end-to-end admissions processes and embed effective, consistent working practices.	•	
Ability to interpret admissions data, identify delays and risks, monitor service levels and drive measurable performance improvement.	•	
Ability to manage complex admissions decisions and escalations fairly, accurately and within delegated authority.	•	
Strong communication, stakeholder management and influencing skills, including working effectively with academic colleagues.	•	
Strong IT, analytical, planning and organisational skills, with the ability to deliver change across systems and teams.	•	
Ability to design and deliver effective guidance and training to admissions and academic colleagues.		•
Experience		
Significant, directly relevant experience of working in UK higher education admissions, including operational responsibility for applications, offers and decisions.	•	
Substantial practical experience using SITS, to manage admissions workflows, records, data quality and reporting.	•	
Demonstrable experience of leading and managing admissions staff, including workload allocation, performance management, coaching and team development.	•	
Proven experience reviewing, improving and implementing admissions processes or related operational workflows, with evidence of improved efficiency, accuracy or applicant service.	•	
Experience of planning and delivering admissions services to tight deadlines, including peaks such as Confirmation, Clearing or international intakes.	•	
Experience dealing with complex admissions cases and applying policies and escalation procedures.	•	

Experience managing staff remotely or across different sites, including hybrid teams.		•
Experience of complex international admissions, CAS-related operations, partner admissions or sponsorship compliance.		•
Personal attributes		
Commitment to accurate, fair, inclusive and applicant-centred service delivery.	•	
Professional judgement, integrity and discretion when handling confidential or sensitive information.	•	
A proactive and constructive approach to continuous improvement, accountability and teamwork.	•	
Resilience, adaptability and the ability to remain calm and decisive during peak periods.	•	
Ability to meet the role's office attendance, occasional travel and reasonable peak-cycle working requirements.	•	

Salary Grade: 12A

Date profile is raised: October 2026

Skilled Worker Route SOC Code: 2322

Together

We achieve