University of Reading

Human Resources

Job Description

Title	Details
Job title	Admissions Administrator
Department/Unit	Admissions and Enquiries, Future Students Department (External Relations Directorate)
Job Type	Full time, Permanent
Grade	4
Accountable to	Admissions Officer
Accountable for	Not applicable
Vacancy reference	SRF54719

Purpose

To facilitate admissions to programmes as a member of the Admissions and Enquiries Team, which is responsible for handling applications to almost all award-bearing courses at the University.

The postholder will support applicants, prospective applicants, and their advisors through the admissions process. This includes responding to enquiries, assessing applications and processing recommendations from departments and other members of the Admissions team.

Team Structure

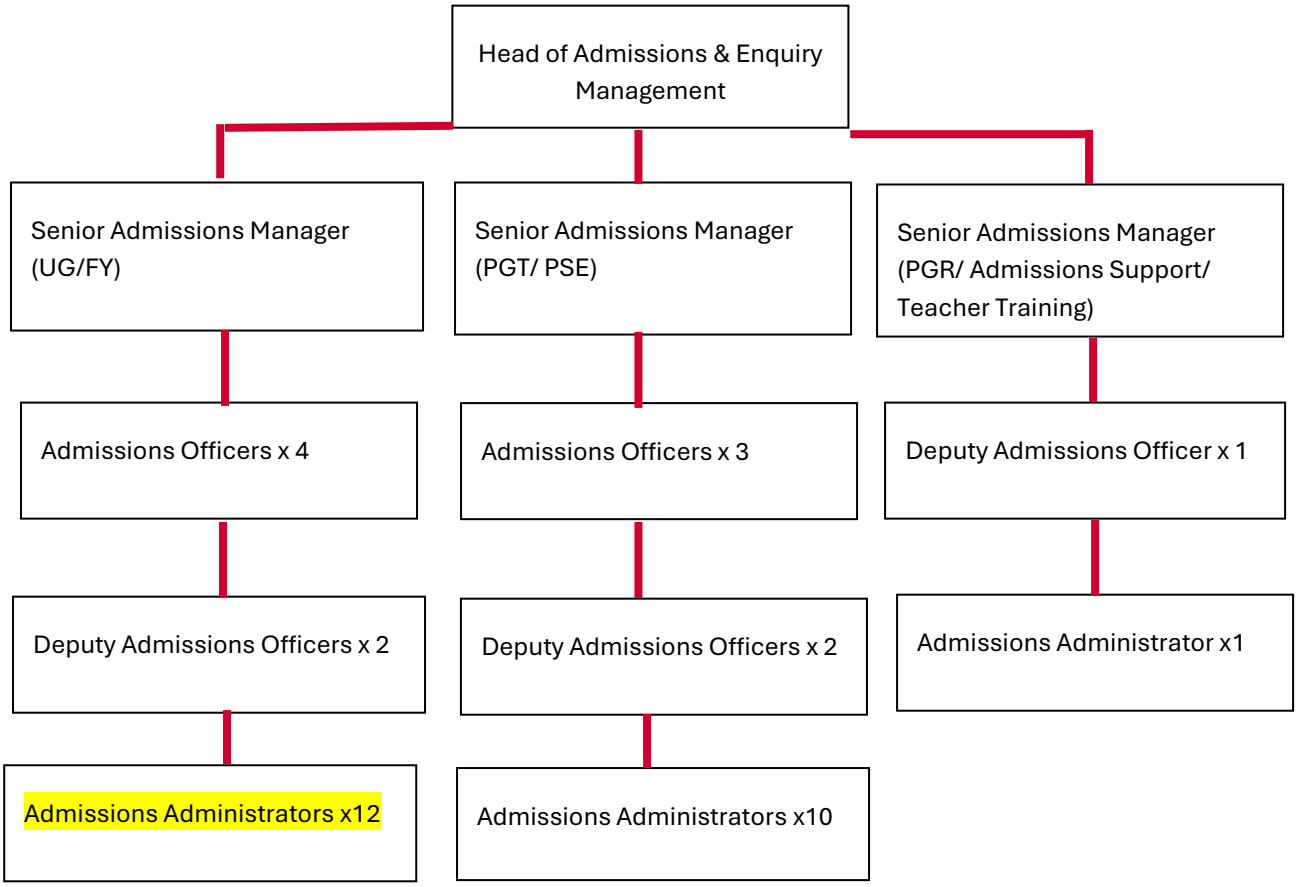
Successful post holders will join a busy, friendly, and thriving team where high-quality support for applicants is placed at the heart of all our processes. We work together in pleasant, open plan offices on our award-winning green and sustainable campus, and we support flexible working where desired with postholders able to work from home three days a week following their initial training period.

The Admissions team provides potential for real career progression, both within our team (as shown in our organisation chart below) and across the many professional services teams within our External Relations directorate and the wider University. The post holder will work with a range of internal and external stakeholders to ensure a high level of support is provided for all applicants.

A full programme of training is provided to the successful post holder which will consist of existing training courses, both internally produced and as part of the wider University personal development provision and shadowing existing team members.

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Admissions Team organisation chart



Main duties and responsibilities

Application assessment and processing

- Assess and make decisions on applications using a variety of resources and guidelines.
- Routinely check and action recommendations for decisions on applications from academic departments where appropriate, for example, post interview.
- Discuss complex and non-standard cases with an Admissions Officer or Deputy Admissions Officer.
- Input, update, and maintain application information on the University's student record system (SITS, known locally as RISIS), or other systems as determined by the requirements of the business.
- Prepare information on RISIS for international applicants that will be used by UK Visas and Immigration (UKVI) in assessing visa applications.

Enquiry handling

- Answer enquiries from applicants and their advisors and supporters by email and telephone and supporting in-person visitors to the Admissions office. This will involve responding to queries on entry requirements and the progress of individual applications, always considering data protection.
- To function as a contact point for colleagues throughout the University on the admissions process and individual applications. This will involve proactively consulting with

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departmental contacts on new information received in support of individual applications as well as responding daily to general enquiries from other teams.

Project work

- Undertake project work to support the work of the Admissions team, for example, investigating qualifications and qualification providers to propose entry requirement recommendations for approval.
- Other activities as directed by the Head of Admissions, Senior Admissions Manager, or their nominee.

Engagement

- Proactively raise any issues relating to workload or procedures to an Admissions Officer, identifying potential solutions where possible.
- Take an active role in annual recruitment and admissions events, for example Open and Offer Holder days, the University's 'Confirmation and Clearing' period for undergraduate applicants and the verification of e-visas for incoming international students as part of our compliance obligations with UK Visas and Immigration (UKVI).
- Deliver the aims and objectives of the Admissions Team working towards defined 'key performance indicators', reflecting timeliness, accuracy and quality of the work undertaken – for example, application and enquiry processing times.
- Strive for the highest levels of customer service and for operational excellence, offering constructive suggestions for improvement.
- Engage in development and training, not only through attendance at recognised events but also through taking an active interest in the broader work of the University.
- Promote a positive working environment for all members of the Admissions Team.

Supervision received

This post will be line managed by an Admissions Officer who will provide support, advice and guidance through one-to-one and group meetings. Regular meetings will be held to discuss workload, current and foreseeable issues arising in the performance of duties and on-going support and training requirements.

Deputy Admissions Officers will also provide support and will monitor workload and day to day priorities for this post.

Priorities for the Admissions and Enquiries Team will be set by the Head of Admissions and Enquiries (in line with University strategy) and Senior Admissions Managers who will lead on implementing defined areas of work and conveying day-to-day priorities to the team.

Regular meetings will be held to discuss workload, current and foreseeable issues arising in the performance of duties and on-going support and training requirements.

Supervision given

Not Applicable

Contact

The role will involve daily contact with prospective students and their advisors from around the world, and daily contact with other admissions staff, as well as regular contact with staff in Future Students teams, other External Relations teams and members of academic and administrative staff in other departments.

Terms and conditions

The working hours must be agreed with the Senior Admissions Manager and will be expected to cover normal office hours.

Some flexibility will be required to meet the demands of the post, including occasional weekend or evening work (for which time off in lieu or appropriate payment will be made). This will include at least one weekend in August on which 'A' level results are released to the University and a weekend in September for the enrolment of new students.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Date assessed: November 2026

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Person Specification

Job Title	School/Department
Admissions Administrator	**Admissions and Enquiries Team** **Future Students Department (External Relations Directorate)**

Which stage these Criteria are assessed:
A = Application
I = Interview
P = Pre task

Criteria	Essential	Desirable
Skills Required .	• Good administrative skills (A,I,P) • Able to use technology and software appropriate to the role (A,I,P) • Good interpersonal skills (I,P) • Excellent communication skills (A,I,P) • Excellent attention to detail (A,P) • Willing and able to work accurately under pressure and to tight deadlines (I,P) • Ability to work to guidelines and procedures (I,P)	
Attainment	• Good standard of written and spoken English (A,I,P) • Educated to A level, or equivalent experience (A)	• Evidence of training and development in previous roles (A) • Unconscious bias training (A)
Knowledge	• Awareness of the importance of fairness and transparency in admissions (A,I)	• Knowledge of (UKCISA) fees assessment criteria (A,I) • Understanding of different cultures and awareness of intercultural communication (A,I)

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Relevant Experience	• Administrative experience within an office environment (A,I) • Experience handling queries and providing information to clients or customers (A,I) • Experience of working in accordance with guidelines/policies (A,I) • Experience of working accurately with a high volume of work, under pressure within defined timelines (A,I) • Progressing a varied range of tasks concurrently (A,I) • Recording information in databases/spreadsheets (A,P)	• Experience of working in an educational setting (A,I) • Experience in Higher Education admissions (A,I) • Proactive contribution to process improvements (A) • Use of a complex database, such as SITS (A)
Attitude	• Interest in higher education (A,I) • Enthusiasm for working in a team setting (A,I) • Able and willing to undertake training and to apply the acquired knowledge/skills (A,I) • Positive approach (A,I) • Dedication to operational excellence and the highest levels of customer service to provide a high quality admissions service (A,I,P) • Flexible attitude to work (A,I)	

Completed By: Samantha Drage

Date: November 2026

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