Job Description

Post title	Senior Admissions Officer
Faculty / Directorate (Tier 1)	Global Student Recruitment and Admissions (GSRA)
School / Division / Department (Tier 2)	Admissions
Tier 3	Admissions
Grade	Grade 5
Reporting to	Admissions Manager
Line management	3-6 Direct Reportees
Job category	Professional Services
Job function	Central PS Directorates

Role Purpose

As a Senior Admissions Officer, the post-holder will lead and manage a team of Admissions Officers to deliver a professional, proactive and applicant-focused admissions service. This includes setting clear objectives, monitoring performance against agreed service standards, overseeing workload allocation, and supporting the development and wellbeing of team members to ensure a high-quality applicant experience and accurate, timely decision-making.

The post-holder will play a key role in supporting the University's student recruitment and admissions objectives by monitoring application and decision-making activity, analysing performance data and trends, and identifying opportunities to improve operational effectiveness. They will monitor progress against admissions targets and key performance indicators, using data and operational insight to identify risks, prioritise activity, and implement interventions that support the university in reaching their admissions targets. As part of the wider Senior Admissions Officer team, they will lead key admissions processes, support the implementation of policies and procedures, and contribute to the continuous improvement of systems and ways of working.

Working collaboratively with colleagues across Admissions, Faculties and Professional Services, the post-holder will provide expert guidance on complex admissions matters, build effective stakeholder relationships, and help ensure admissions processes are delivered consistently, fairly and in line with internal policies and external regulatory requirements.

Key Responsibilities

- Responsible for managing a team of Admissions Officers including day to day line management, reviewing performance against KPIs and turnaround expectations times, monitoring workload and responsibility for development and training needs.

- Responsible for line managing team performance in line with HR policies such as Professional Development Reviews (PDR), Sickness and Absence Policies.
- Creating and Implementing processes to ensure compliance with internal and external regulations such as GDPR, UKVI regulations, DBS and Occupational Health.
- Responsible for maintaining accurate applicant records, the effective delivery of admissions processes and using an evidence-based approach to advise Admissions Officers on complex applicant queries in a timely manner, and updating procedures where applicable.
- Build and maintain relationships with Faculty colleagues and external colleagues and partners to support the delivery of admissions processes, including attending Faculty and external meetings to give Admissions updates where appropriate.
- Deliver a responsive and high-quality service in a customer-facing environment with the ability to deal with challenges that may arise, including investigating and resolving low-level and Stage 1 complaints.
- Be proficient in using various software, systems and databases and use data effectively to support faculties and colleagues.
- To take responsibility for the end-to-end delivery of designated admissions processes, projects or specialist areas of activity, acting as the primary point of contact and subject matter expert, and identifying and implementing improvements to systems, processes and guidance.
- Support the wider Senior Admissions Officer team by providing cross-cover and maintaining service continuity during periods of leave, absence, peak activity, or other operational pressures.

The above list of responsibilities may not be exhaustive, and the post holder will be required to undertake such tasks and responsibilities as may reasonably be expected within the scope and grading of the post.

Our Expectations

There are some key duties and responsibilities that we ask all employees to adhere to.

We ask that the successful candidate:

- Positively contributes to an environment at King's that truly represents Our Principles in Action where every individual feels safe, secure, and supported.
- Complies at all times with the requirements of health and safety regulations to ensure their own wellbeing and that of their colleagues.
- Develops an understanding of sustainability, including its impact on the University and the work we do, and engages in sustainable practices in the workplace.
- Ensures they are working in a safe environment, complying with policies and regulations, ensuring confidentiality and only releasing confidential information obtained during the course of employment to those acting in an official capacity.
- Complies with King's protocols on the appropriate use of telephone, email and internet facilities.

Equal Opportunities

At King's, we believe that the diversity of our community and a culture that is welcoming, open, inclusive and collaborative, are great strengths of the university.

The Equality Act of 2010 protects the rights of our students and staff and provides a framework to fulfill our duties to eliminate unlawful discrimination, harassment and victimisation and in addition, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not. At times, this will include balancing rights and beliefs that can feel in tension.

We are committed to free speech and to academic freedom, believing that our foundational purpose as a university, is to create spaces where a wide range of ideas, including ideas that are controversial, can be discussed and debated, and where members of our community can express lawful views without fear of intimidation, harassment or discrimination.

When engaging in the robust exchange of ideas, we ask that our community is mindful of our Dignity at King's guidance

Additional Information

Is Disclosure and Barring Service Clearance (DBS) required for this role:
☐ Yes ☐ Unsure ☒ No
If yes or unsure, please refer to appendix A at the end of this document (Please note all clinical roles require a DBS check)

Does this role require the post holder to undergo any Occupational Health Clearances?
☐ Yes ☐ Unsure ☒ No
If yes or unsure, please refer to appendix A at the end of this document (Please note all clinical roles require an OH Clearance)

Does this role require the post holder to hold a King's Health Partners Passport (KHP)?
☐ Yes ☐ Unsure ☒ No
If yes or unsure, please refer to appendix A at the end of this document (Please note all clinical roles require a King's Health Passport)

Person Specification

Post title:	**Senior Admissions Officer**
Grade:	**5**

Criteria:	**To be assessed via:**

Essential:	Application *(this will used for shortlisting applications)*	Test / Assessment	Interview
Relevant work experience and/or education: We think a wide range of different work and educational experiences could support you to be successful in this role. Relevant work experience might include work in customer service, or administrative role. Relevant educational experiences might include higher education in a related discipline, professional qualifications or other training	✓		✓
Demonstrate a strong understanding of effective line and performance management practices, including leading and supporting staff, fostering an engaged and high-performing team culture, setting clear objectives and expectations, monitoring performance, providing constructive feedback, recognising achievement, addressing performance issues appropriately, and supporting continuous improvement through coaching and development.	✓	✓	✓
Ability to work under pressure, managing competing priorities and team workloads effectively to meet tight and conflicting deadlines with minimal supervision, requesting and utilising support where required.	✓		✓
Excellent written and oral communication skills, with the ability to negotiate effectively with colleagues and stakeholders at all levels	✓	✓	✓
Ability to resolve issues as they arise, and to understand the impact on policy and guidance.	✓	✓	✓
Ability to work collaboratively with a diverse range of stakeholders to identify challenges, evaluate options, and implement practical, customer-focused solutions that support operational objectives.	✓		✓
Ability to adapt quickly to new software. effectively utilise new systems , identify opportunities for improved efficiency, and support the adoption of new ways of working	✓		

Ability to analyse and interpret data, applying insights to operational needs	✓		✓
Desirable:	**Application**	**Test / Assessment**	**Interview**
Direct experience of line management, including experience in leading others and motivating a team	✓		✓
Familiarity with university admissions systems such as UCAS, SITS, e:Vision or experience of an online portal including CRM software.	✓		
Knowledge and understanding of higher education, and current issues and challenges in higher education Admissions	✓		✓

Appendix A – Employment Checks

Disclosure and Barring Service Clearance (DBS)

Please select the appropriate options from the list below:

Carrying out regulated activities with children and/or adults[1]	☐ Children ☐ Adults ☐ Both ☒ None
Will there be any contact with vulnerable groups? [2]	☐ Yes ☒ No
Will the post be situated in a regulation environment, for example on an NHS Premises? [3]	☐ Yes ☒ No

Additional Context:

1. Regulated activity with adults may involve providing health care, person care, or social work;

   Regulated activity with children (under-18s) may involve providing health care, personal care, social work, unsupervised teaching or training.

2. Contact with vulnerable groups must meet the frequency threshold of 4 days in a 30-day period. An adult is not considered to be vulnerable due to any personal characteristic: however, an adult may be regarded as vulnerable due to particular circumstances at a particular time, for example when they are receiving treatment in a hospital.

3. KCL buildings do not qualify as regulated environments. Only NHS Trust sites qualify as regulated environments.

Further information about the disclosure scheme can be found at: www.gov.uk/dbs

Occupational Health Clearance

When reviewing the below list, please note that any exposure, no matter how frequent will result in an Occupational Health Clearance.

Please mark the box if the following the hazards / risks are associated with this post:

☐ Exposure Prone Procedure (EPP) Work	☐ Lone working
☐ Direct patient care or regular patient contact / contact with clinical specimens or pathogens / pathology work	☐ Working outside
☐ Prolonged repetitive movements / actions	☐ Exposure to noise levels (>80dbA)
☐ Moving or handling heavy loads	☐ Work with VDUs (>5hrs per week)
☐ Working shifts	☐ Food handling
☐ Working nights	☐ Driving duties
☐ Working with dust or fumes	☐ Driving LGV or PCVs
☐ Working with skin irritants / sensitisers	☐ Driving forklift trucks
☐ Working with chemicals (industrial or cleaning)	☐ Contact with latex
☐ Working in a confined space	☐ Contact with cytotoxins
☐ Working with vibrating machinery / tools	☐ Working with children
☐ Working at heights	☐ Exposure to persons with challenging or aggressive behaviour
☐ Working with sewage	☐ Vocational driving
Please also list any other Health Surveillance checks required by legislation (e.g. COSHH) / any Statutory Medical Surveillance (e.g. Asbestos, Lead):	