UNIVERSITY OF WARWICK

Job Description

Job title	Senior Admissions Assistant
Department	Undergraduate Admissions
Grade	FA4

Job purpose (a brief summary of the role)	Senior Admissions Assistants are responsible for the timely, accurate and efficient processing of applications to study at the University. You will review and make decisions on a high volume of wide-ranging applications in line with agreed criteria, check for consistency of decisions made by academic departments and construct offer conditions for successful applicants. Your work will be compliant with external regulations and will help to ensure that Warwick's students are able to succeed on their courses. You will also support with admissions enquiries, communicating with a diverse range of stakeholders including applicants, their supporters, teachers, agents and internal departments. The successful candidate will have excellent time management skills and attention to detail, experience of providing excellent customer service, and an aptitude for information technology. You will be educated to A-level standard or equivalent and be able to quickly understand and apply new concepts. Previous work or study in a university environment would be an advantage, though full training will be provided to suitable applicants who do not have a background in Admissions. In return, you'll be working in a friendly and encouraging team, with a hybrid working approach allowing individuals greater flexibility over their working pattern (typically 2 days per week on campus outside of peak times). In addition, the University offers great Rewards and Benefits.
Duties and responsibilities	**Application Management for an agreed portfolio of courses** • To make selection decisions on behalf of academic departments for an agreed portfolio of courses • To assess the appropriateness of all admissions decisions made outside of the centralised admissions team, acting as quality controller and taking responsibility for processing or challenging those decisions as necessary • To be responsible for processing decisions on applications including coding offers for successful applicants onto the electronic admissions platform, ensuring that all necessary contractual conditions have been appropriately and accurately added • To understand and work within a range of external frameworks and regulations including Consumer Protection Law, the General Data Protection Regulation, UK Immigration Rules, the UCAS admissions system, and Quality Assurance Agency (QAA) expectations • To evaluate applicant qualifications against offer terms, and confirm places of study at the University where appropriate • To determine the authenticity of documentation provided by applicants

	Contributing to the development and implementation of admissions policy and best practice • To provide support, guidance and training for Admissions Enquiry Assistants on suitable responses to complex queries and during times of peak demand engage directly with telephone and email enquiries from a variety of sources including applicants, their supporters, academic departments and other institutions; providing advice and guidance on admissions policy and process • To interpret non-standard UK and international qualifications and their equivalency to established entry requirements • To undertake fee status assessments, evaluating applicant information against external frameworks, requesting further information and using judgement to escalate queries where appropriate • To identify opportunities to continuously improve and develop service **Supporting wider admissions and University wide work** • To support the work of the Admissions Coordinator, Deputy Admissions Coordinators, and course selectors in monitoring progress of applications and to ensure service targets are met within a broad course portfolio • To contribute to filing and secure storage of documents and other related administrative duties including large volumes of information and close attention to detail • Such other duties as may be requested by the Head of Undergraduate Admissions or Admissions Coordinator from time to time commensurate with the grading of the role, such as support of University-wide events and initiatives, and desk-based market research.

Person Specification *The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.*		
Essential Criterion No.	Essential Criterion Description	Measured by
E1	Commitment to delivering service of the highest quality to applicants and their supporters	A & C
E2	Educated to A level, or with equivalent relevant academic or vocational qualifications or work experience	A & C
E3	Attention to detail and accuracy	A,B & C
E4	Excellent communication skills and the ability to deal with a variety of people in a firm yet sensitive manner	A,B & C
E5	Ability to work quickly and reliably with large volumes of information	A,B & C
E6	Experience of working individually and as part of a team	A & C
E7	Commitment to creating a professional workplace in line with the University's Values and Behaviours and the Equality Act 2010	A & C
E8	Knowledge and experience of a common IT package such as Microsoft Office (Word, Excel etc)	A,B & C
E9	Ability and willingness to learn new skills and procedures and to apply them to the job	A,B & C
E10	Experience of working with a database, records management and data entry	A & C
E11	The ability to learn quickly a wide range of procedures and to apply these consistently and accurately	A,B & C
E12	Willingness to undertake occasional evening and weekend work. In particular, Admissions staff are required to work over the weekend prior to the release of A Level results in August.	A & C
Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Experience of using SITS or a similar records/database package	A & C
D2	Knowledge of the Higher Education sector, particularly with regards to Admissions	A & C