Faculty of Arts, Humanities and Cultures
Student Education Service

Student Education Service Officer (Admissions)

Fixed Term until 12 February 2019

The Student Education Service (SES) provides consistent, high quality support for all student cohorts. The Service is underpinned by principles of quality, equity, consistency and opportunity, delivering an exceptional student experience for all. The Service encourages staff to be flexible by providing professional training and development, with resultant opportunities to work in a variety of roles across the SES.

This is an exciting opportunity to join our Faculty Admissions Team with responsibility for providing a high-quality experience to applicants and prospective applicants for undergraduate programmes. You will support all elements of the admissions process, from initial enquiry through to registration at the University.

You will have excellent organisational skills, with the ability to work to deadlines and be able to handle high volumes of work at peak times. You will be skilled in the use of Microsoft Office products and able to work to a high level of accuracy and attention to detail.

You will work as part of a team of academic and SES colleagues and have a flexible attitude to work, enabling you to assist staff across the Faculty and wider SES. With excellent interpersonal and communication skills, you will demonstrate an enthusiasm and commitment for delivering a high level of support for students and staff. You will support applicant conversion events in the Faculty (such as Open Days) which will involve sometimes working non-standard hours including evenings and weekends.

University Grade 5 (£21,843 - £25,298 p.a.)

Informal enquiries may be made to Dave Baldwin, tel: +44 (0)113 343 7004, email: d.j.baldwin@leeds.ac.uk

Closing Date: 9 March 2017

Ref: AHCSE1013

Click here for further information about working at the University of Leeds
www.leeds.ac.uk/info/20025/university_jobs
Job Description

Responsible to: Faculty Education Service Manager
Reports to: Faculty Admissions Manager

Main duties and responsibilities

• Assess suitability and process applications, decisions and offers in line with Faculty and University guidance.

• Ensure that admissions processes are documented and readily accessible to colleagues.

• Maintain appropriate application records to support decision-making and reporting, ensuring there is an accurate and auditable record of applicants and their offer status.

• Provide feedback to unsuccessful applicants, in line with the relevant admissions policy.

• Develop, manage and maintain databases and spreadsheets to store information in the most appropriate format.

• Act as a key contact for Admissions Tutor(s), applicants, prospective students, their overseas representatives and other university colleagues, responding professionally to enquiries received in person, via email or by telephone.

• Liaise, when necessary, with the University’s central admissions team and other relevant colleagues regarding queries related to individual applications, qualifications and admissions processing.

• In line with University and Faculty priorities, play an active role in the development and enhancement of local admissions practice.

• Work as part of a team in August to confirm offers and process clearing applications, providing relevant advice and guidance to applicants.

• Support admissions colleagues across the Faculty to meet annual targets for high-quality student recruitment in line with appropriate admissions strategies.

• Collate, analyse and monitor student application numbers throughout the year, providing regular statistical updates to ensure progress to target.

• Maintain an up-to-date knowledge of University and Faculty policies and practice in relation to admissions, providing authoritative guidance to colleagues.

• Develop and maintain knowledge of international and UK qualifications, advising colleagues of standard translations of applicants’ overseas qualifications into UK equivalent qualifications.

• Plan, organise and participate in the School, Faculty and University-level Open/Applicant Visit Days in liaison with Admissions Tutors.

• Select, train and supervise Student Ambassadors to deliver effective recruitment events.
• Organise and schedule interviews and other selection events in liaison with colleagues. This includes deciding on dates, organising itineraries, briefing staff and co-ordinating activities to ensure a positive impression of the Faculty is created at these events.

• Administer scholarships following appropriate guidance, preparing paperwork for admissions tutors to facilitate the decision making process and making suggestions to improve processes where applicable.

• Maintain an overview of scholarship applications and deadlines; liaise with tutors to ensure recommendations for scholarships are communicated within deadlines; communicate with candidates, the Scholarships Office and other colleagues as appropriate.

• Assist with the marketing and promotion of programmes of study and scholarship opportunities, following guidance from the Faculty Marketing Manager and Faculty Admissions Manager.

• Make an active contribution to the Faculty Admissions Function meetings, and other relevant meetings, as required, working with the Admissions Manager to support improvement initiatives in the Admissions function across the Faculty.

General

• Contribute pro-actively to the development of in-house systems and Central University systems such as the CRM (Customer Relationship Management) database.

• Provide support for the on-going improvement of the Faculty’s processes and systems.

• Make an active contribution to the Faculty Admissions Functional Meetings and team events.

• Develop knowledge and expertise across the Admissions function and share good practice with other SES colleagues.

• Perform other duties as required, to support priorities or fluctuations in workload, consistent with the grade of the post.

University Values

All staff are expected to operate in line with the University’s values and standards, which work as an integral part of our strategy and set out the principles of how we work together. More information about the University’s strategy and values is available at http://www.leeds.ac.uk/comms/strategy/.
Person Specification

Essential

• An enthusiasm and commitment for delivering an exceptional student experience;
• Excellent accuracy and attention to detail;
• Excellent communication skills, able to effectively communicate complex information in both written and oral forms;
• Excellent organisation and time management skills, able to prioritise tasks to meet deadlines and manage conflicting demands;
• Able to analyse and solve problems, using initiative and looking for guidance as necessary;
• Good forward-planning skills, anticipating peaks of work in advance to provide an excellent service throughout the year;
• Able to deal with confidential material in a sensitive and professional manner;
• Excellent interpersonal skills, able to build positive working relationships with staff at all levels;
• Able to work effectively and proactively as part of a team, experienced in providing direction and support to team members;
• Good negotiation skills, able to discuss requirements and their implications with others to achieve a desired outcome;
• Proficient in Microsoft Office products, particularly Word, Access and Excel;
• Evidence of a commitment to continuous professional development;
• Flexible and adaptable, able to move across support functions as workload peaks require;
• Willingness to work non-standard hours including evenings and weekends on occasion (these will be identified in advance and are usually not more than eight occasions in the year).

Desirable

• Evidence of an awareness of the key challenges in the Higher Education sector;
• Experience of using information management systems (e.g. Banner);
• Experience of participating in networks and improvement initiatives;
• Experience of planning and organising events;
• Experience of making decisions on UCAS applications, including international applications;
Additional Information

Working at Leeds

You can find out more about our generous benefits package and more about what it is like to work at the University and live in the Leeds area in our Working at Leeds information.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found in our Accessibility information or by getting in touch with us at disclosure@leeds.ac.uk

Criminal Record Information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position, however, all applicants will be required to declare if they have any ‘unspent’ criminal offences, including those pending.

Any offer of appointment will be accordance with our Criminal Records policy. You can find out more about required checks and declarations in our Criminal Records information.