

Undergraduate Admissions Administrator

Job Ref: REQ250490

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

The Wolfson School of Mechanical, Electrical and Manufacturing Engineering is one of the UK's largest engineering schools. It is home to around 170 academic and research staff, 65 professional staff, 1950 undergraduate students, 220 postgraduate MSc students and 180 research students.

Job Description

Job Grade:

Administrative Services Grade 4

Job Purpose

To assist the Undergraduate (UG) Admissions Co-Ordinator in all aspects of the admissions process and to be an active member of the Wolfson School Undergraduate Admissions Team (working closely alongside the Directors of Undergraduate Admissions and Admissions Tutors) in maintaining excellent customer experience throughout the applicant's journey.

To provide support and guidance to prospective applicants, their parents/guardians, teachers and advisors in all matters relating to the admissions process and signpost to other sections of the University, where appropriate.

In all tasks use of initiative, problem solving skills, attention to detail and high levels of accuracy are required. The post holder will also be expected to be organised and able to manage their time effectively, as well as demonstrate flexibility by responding promptly and positively to regular interruptions to workflow.

Job Duties

- To provide an excellent customer experience for prospective applicants, their parents, teachers and advisors by dealing with sometimes complex telephone and email enquiries in a professional and efficient manner; providing advice and comprehensive/tailored information to help them to make the most informed decision about whether to apply for one of the Wolfson School degree programmes and following through on all queries in a timely manner.
- Responsible for careful assessment and decision making of UCAS applications whilst following the University's Admissions guidelines with accuracy and attention to detail, in line with University timescales and policy. To administer change course offers within and external to the School, as appropriate.
- Become familiar with standard equivalencies for UK and international qualifications (including English language qualifications); obtaining additional information on some qualifications to enable a decision to be made that ensures the applicant has sufficient prior learning for the degree programme they have applied for. Follow the School Offer Strategy to ensure that each application is assessed in a consistent and fair manner.
- To support the UG Admissions Co-Ordinator in the organisation of undergraduate visit days, open days, recruitment events (in person and virtual) and supporting outreach events. This includes preparation of relevant publicity and paperwork, booking accommodation, transport, refreshments, and scheduling of applicant interviews, tours and talks, and participation at all these events. This will involve some manual handling for setting up/taking down promotional material required for events (NB: There will be a requirement to work some weekend days).

- Recruit and assist with obtaining Student Tour Guides from all year groups onto the internal Dashboard system whilst following employment guidelines for recruitment events.
- Maintain the CRM system, logging the invitations and attendance for all applicants on appropriate dedicated visit days, and in distributing publicity materials to applicants during the UCAS cycle.
- To provide support and advice during the LU confirmation period (August), supporting Directors of UG Admissions and applicants in the efficient maintenance of data relating to Firm offers and acceptances. (NB: there will be some weekend working involved in supporting this activity).
- Liaise with Marketing & Advancement colleagues to help maintain the Wolfson School social media channels, including video content, as well as upload and maintain across various media channels.
- To assist in the preparation and planning of the School Freshers' induction event.
- The UG Admissions Co-Ordinator (as the line manager) may also from time-to-time require the post holder to perform other duties appropriate to the grade of the post.

Other

Typical working hours are 8:30am – 5:00pm, Monday to Thursday and 8:30am – 4:30pm Friday with an hour's break for lunch, but it may be possible to vary these to a limited extent. Dynamic working is not available for this position.

This role is expected to support and attend all key events such as School Visit days and Saturday University Open Days (with significant advance notice).

Annual leave requests will be restricted at key points in the academic calendar, and will be approved by the UG Admissions Co-Ordinator subject to the needs of the business.

Points To Note / Special Conditions

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Belonging and Inclusion and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to Undergraduate Admissions Co-Ordinator

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Significant experience in working in an administrative role within a busy office environment, either independently or as part of a team.	1,3
	Experience of providing advice and guidance.	1,2,3
	Experience of complex record systems and proficient in the use of MS office and other data base software.	1,2
	Experience of working effectively in a customer service environment	1,3
	Experience of interacting with stakeholders (eg potential applicants, students, parents, teachers, advisors, colleagues etc) from a diverse range of backgrounds in a professional and welcoming approach.	1,3
Skills and abilities	A methodical and flexible approach to tasks, including effective forward planning, organisation, ability to work under pressure to strict deadlines and to modify existing patterns of work in response to changing needs.	1,3
	Able to work independently, take initiative, prioritise own workload, multi-task and handle high volumes of work	1,3
	Able to work with accuracy and meticulous attention to detail.	1,2,3
	Ability to analyse, problem-solve and interpret data proactively	1,2
	Excellent interpersonal and communication skills in all areas of written, verbal and face to face contact, confident telephone manner, and in particular an awareness of and sensitivity towards customer needs from both the UK and overseas	1,2,3
	Current and relevant knowledge of digital communications including social media	1
	Demonstration of a commitment to providing a professional level of customer service	1,3
	Ability to use tact and diplomacy when dealing with applicants under stress in a calm and patient manner	1,3
	A can-do, enthusiastic and positive attitude with a flexible approach to working with others.	1,3
	Able to maintain confidentiality	1,3
Training	A willingness to undertake further training as appropriate, and to adopt new procedures as and when required	1,3
	Demonstrate an ongoing commitment to personal development	1
Qualifications	A level education or equivalent.	1
	GCSE Grade C or equivalent in English and Mathematics.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,3

	Experience of Loughborough administration procedures.	1
Skills and abilities	Experience of photography, familiarity of generating and editing video content for communication channels and social media.	1,3
	Understanding of relevant legislation such as SENDA, Data Protection Act, GDPR, Freedom of Information	1
Training	Show commitment to maintaining up-to-date knowledge on emerging digital technologies	1,3

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Administrative Services job family grade 4 (£26,527- £28,381), a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

The University offers a wide range of employee benefits which can be found [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>