HARROGATE COLLEGE | Keighley College | LEEDS CITY COLLEGE | LEEDS CONSERVATOIRE | Leeds Sixth Form College | Pudsey Sixth Form College | University Centre Leeds

Luminate EDUCATION GROUP

Job Description

Group Member:		Luminate Group Services	
Job Title:		Admissions Officer	
Reports to:		Senior Admissions Officer	
Job Grade	LEG B	**Department**	HE Marketing and Student Recruitment

ROLE SUMMARY:

This role is responsible for supporting applicants to Higher Education at University Centre Leeds by working to process HE applications, coordinate important milestones throughout the applicant journey, e.g. auditions and interviews (both in person and online), and maintaining open and efficient channels of communication.

SPECIFIC ROLE RESPONSIBILITIES:

1. Support applicants by processing applications, coordinating important milestones throughout the applicant journey and maintaining open and efficient channels of communication.
2. To work with academic staff to ensure that agreed application timescales and processes are maintained.
3. To work in liaison with the Admissions Manager and Senior Admissions Officer to process all HE applications (undergraduate and postgraduate) for all applicant types (Home, EU and overseas) through UCAS and by direct application.
4. To develop a thorough understanding of UK and overseas academic and English Language qualifications for entry (undergraduate and postgraduate), and be able to advise and provide guidance to enquirers, applicants and colleagues throughout the institution.
5. To work in liaison with the broader Marketing and Student Recruitment team and the International Recruitment team to maintain timely communication with applicants via relevant channels throughout the admissions cycle, providing expert advice and support with their application. Including dealing with admissions and general course enquiries through the admissions inbox, SITS student record system and the CRM system.
6. To provide expert and friendly advice to colleagues on all aspects of the admissions process.
7. To work with the broader Marketing and Student Recruitment team, departmental administrators and curriculum teams to plan on-campus and online admissions events such as auditions, interviews and portfolio submissions, and to support activities to generate applications.
8. To process examination results and other Confirmation and Clearing activity.
9. To support enrolment activities for new students, including helping to prepare online enrolment records and in-person enrolment during welcome week.

10. To ensure that information on UCAS Course Collection Tool is kept up-to-date and maintained throughout the cycle, and to work in liaison with the broader Marketing and Student Recruitment team to ensure the same on our HE websites.
11. To keep up-to-date with UCAS developments, implementing changes where necessary, and contributing to the review and development of admissions policies and practices.
12. To develop a thorough understanding of the SITS student record system
13. To attend appropriate meetings/committees, staff development and training and represent the team at appropriate events such as open days.
14. To work closely with all members of the Admissions Team to ensure a consistent, effective and customer focused service is offered to all enquirers and applicants.
15. To comply with all relevant policies and procedures.
16. To co-operate in any staff development activities required to carry out the duties of the post effectively and to participate in the Appraisal Scheme.
17. Any other reasonable duties commensurate with the level of the post, which may be required from time to time
18. Ability to participate in evening/weekend work as required.
19. Any other duties that are specific to the department.
20. Assistance in the preparation, support and participation of examinations and invigilation across the Group.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

Kindness
Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Ownership
Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Enjoyment
Fostering environments that enable staff and students to be brave, interact and have fun

Collaborative
Proactively seeking opportunities to create synergies and positive outcomes for all

Passion
Encouraging all to have aspiration and passion in everything they do.

Creative
Always hungry to learn and looking ahead so we can be responsive

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Person Specification

Job Title:	Admissions Officer

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
E	Q1. English and Maths at Level 2 or above and a willingness to improve in one or both disciplines to level 3 or above	A
E	Q2. Educated to A Level standard or equivalent	A
D	Q3. Educated to Degree standard or equivalent	A

Experience and Knowledge		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
E	EK1. Experience of using a range of IT systems including Microsoft packages.	A / I
E	EK2. Experience of working in an administrative role	A / I
E	EK3. Experience of using computerised information systems such as student	A / I

	databases or customer relationship management systems	
D	EK4. Experience of working in a customer service environment.	A / I

Skills and Competencies		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
E	SC1. Excellent verbal and written communication skills with the ability to communicate effectively with staff, applicants, students and external contacts at all levels including those where English is not their first language	A / I
E	SC2. Excellent organisational skills and ability to manage a varied workload	A / I
E	SC3. Ability to demonstrate a flexible approach to problem solving and the ability to exercise initiative	A / I
E	SC4. Ability to maintain and develop effective administrative systems	A / I
E	SC5. Excellent attention to detail and ability to concentrate and work accurately at all times including when under time pressure	A / I
E	SC6. Ability to understand, interpret and communicate complex data, procedures and regulations	A / I
E	SC7. Aptitude for team working	A / I
E	SC8. Understanding of the need to handle confidential information with tact and sensitivity	A / I
E	SC9. Ability to participate in occasional evening/weekend activities such as enrolment and open days	A / I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
E	B1. Support and promotion of equality, diversity and inclusion	A / I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I