

# Job Description

<b>Post/Job Title:</b>	<b>Admissions Administrator</b>
<b>Reference:</b>	
<b>Faculty/Professional Service:</b>	<b>Academic Services</b>
<b>Group/Section:</b>	<b>Admissions</b>
<b>Location:</b>	<b>Any University location</b>
<b>Normal hours per week:</b>	<b>37</b> <i>Note: Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods, and some evening and weekend work may be required to support specific activities.</i>
<b>Grade:</b>	<b>3</b>
<b>Accountable to:</b>	<b>Admissions Team Leader/Admissions Coordinator</b>
<b>Responsible for:</b>	<b>N/A</b>

## Job Purpose

The Admissions Administrator will work mainly within the UK or International Admissions Team to support with all aspects of the admissions, recruitment and conversion of prospective students, including dealing with enquiries from applicants and their advisers through a range of mediums, providing advice and excellent customer support throughout the applicant journey to enrolment.

A strong commitment to service excellence is essential for this role, alongside the ability to build and maintain positive relationships with applicants and their advisers. Admissions Administrators are expected to engage proactively with applicants and their representatives, ensuring clear communication and a supportive experience throughout the admissions process.

While each Admissions Administrator is assigned primarily to the UK or International team, all Admissions Administrators are expected to work flexibly and may be assigned to work across team boundaries at peak times, to cover for staff absence or ensure consistent delivery of a professional and efficient service.

## Main Responsibilities

1. Providing administrative support for the admissions process at BU, including receipt of applications and supporting documents, verification of qualifications, data entry and producing reports.
2. Providing information and advice in a courteous and effective manner in response to enquiries from enquirers, applicants and their advisers and effective triaging of more complex enquiries to appropriate staff. Engaging excellent listening and questioning skills, not only to understand and resolve enquiries but also to identify any underlying issues which may not have been the subject of the original enquiry
3. Utilising a range of IT systems to accurately record critical data, produce reports and provide information to various stakeholders
4. Carrying out activities within established procedures to encourage the conversion of applicants to enrolled status
5. Attending relevant meetings and taking formal minutes as appropriate

6. Contributing to the continuous improvement of the service by identifying opportunities for more effective working practices within the Admissions Team. This will include contributing to the development of key process and service monitoring
7. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy
8. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits
9. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services

### **Contacts**

**Internal:** All BU staff and students

**External:** Prospective students, parents, recruitment agencies, businesses, local community, UCAS, statutory bodies and all other BU stakeholders

### **Information Governance Responsibilities**

#### Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

#### Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

### **Additional Information**

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must, at all times, carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

# Person Specification

<b>Post/Job Title:</b>	<b>Admissions Administrator</b>
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<b>Faculty/Professional Service:</b>	<b>Academic Services</b>
<b>SELECTION CRITERIA</b>	<b>Essential/ Desirable</b>

<b>Knowledge (including experience &amp; qualifications)</b>	
Educated to 'A' level standard or equivalent (Work experience will be applicable and can substitute for qualifications).	E
Previous experience of working in a frontline, customer facing or advisory role.	E
High degree of IT literacy and experience of using databases and Microsoft Office e.g. Word, Excel, Internet, Email	E
Previous experience of working in a relevant administrative role in a highly regulated environment	D
Experience of working with International clients and an awareness of cross cultural /international issues	D
<b>Skills</b>	
Excellent interpersonal skills, including the ability to work co-operatively and effectively with applicants and their advisers, staff at all levels and other BU stakeholders	E
Accuracy and attention to detail	E
Time management skills e.g. ability to prioritise successfully and carry out work in an organised way	E
Ability to work on own initiative/be proactive and work as part of a team	E
Strong written and verbal communications skills, e.g. writing emails/letters and preparing management information plus answering the phone, dealing with face to face enquiries etc	E
Demonstrable proficiency in using databases, records systems or enquiry management systems to record and extract information, and good MS Office skills.	E
An understanding of own knowledge and limitations and a willingness to escalate/refer enquiries once those limitations are reached.	E
<b>Attributes</b>	
A professional outlook and demonstrable commitment to service excellence and continuous service improvement	E
Appreciation and understanding of situations requiring tact and diplomacy	E
Agile approach to work including a positive approach to learning and responding to feedback	E
Ability to actively contribute within a culture of continuous improvement - reviewing and recommending changes to structures/systems.	E
Flexible approach to work including a willingness to adapt to changes to processes and adjust working hours according to service needs	E
Positive attitude towards safeguarding	E