Postgraduate Admissions Manager
External Relations: Student Recruitment and Admissions

Closing date: 27 June 2018
Interview date: 18 July 2018
Vacancy reference: 6734
INTRODUCTION

The Postgraduate Admissions Manager has responsibility for providing an efficient and effective postgraduate admissions operation for the University and will also be involved in the development of admissions policy and business processes to support the University's student recruitment objectives and the University Plan.

The University has set ambitious targets for student recruitment, and in an increasingly complex and competitive environment, the ability to deliver an efficient, fair and customer-focused admissions service to candidates is of paramount importance. This role supports the University's strategies for student recruitment and admissions, including supporting centralised admissions decision making for postgraduate applicants, enhancement of the postgraduate applicant experience, increased diversity and improvement in applicant conversion.
**JOB DESCRIPTION**

**At a glance**

**Salary**  
£38,832—£47,722 a year

**Hours of work**  
Full-time, 37 hours a week

**Contract type**  
Open

**Based at**  
Heslington Campus

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### Key responsibilities

*(Role holders will be required to undertake some or all of the duties below)*

#### Management of admissions

- To be responsible for the operation of the University’s application and admissions service for postgraduate degree programmes.
- To be responsible for oversight and development of the service delivered by the online postgraduate admissions system (Select).
- To ensure that postgraduate admissions processes are supportive of the University’s recruitment objectives.
- To provide a source of informed and professional advice for Heads of Department on matters relating to postgraduate admissions.
- To manage the community of Postgraduate Admissions Tutors within academic departments and to provide ongoing support to them and other colleagues with admissions responsibilities.
- To provide advice for postgraduate admissions staff on admissions matters, for example: correct admissions procedures, new/discontinued courses, UK and international qualifications, sensitive details and non-standard applications, replies to enquiries, statistical updates, sounding-board for ideas.
- To maintain an awareness of issues that may impact on the University’s postgraduate recruitment strategies.
- To ensure that new postgraduate admissions tutors and selectors are suitably trained.
- To provide advice and guidance on individual student cases and appeals paying particular regard to institutional risk and/or setting of precedents.
- To work with the Head of Admissions and the Undergraduate Admissions Manager to ensure that opportunities for collaborative work are exploited, that good practice is shared and that resources are appropriately allocated across teams in the interests of efficiency and operational benefits.

#### Policy development and implementation

- To contribute to the development of postgraduate related admissions policies and procedures for the University and for the Hull York Medical School (HYMS), based on best practice and reflecting commitment to fair admissions.
- To ensure consistent implementation of University policies relevant to postgraduate admissions.
- To support the Head of Admissions in the development of the Departments’ postgraduate recruitment and admissions strategies.

#### Statutory obligations and compliance

- Implement policy and process improvements to make sure that University regulations, legal and regulatory frameworks and time frames are followed.
- Maintain an awareness of and take a lead role in implementing the requirements of the following external agencies for example:
  - The UK Visas and Immigration Tier 4 Points Based-Immigration System
  - Disclosure and Barring Service (DBS)
  - The Foreign and Commonwealth Office’s Academic Technology Approval Scheme (ATAS)

#### Management Information and data integrity

- To assist the Head of Admissions in the monitoring of the admissions cycle in order to inform decisions on admissions strategy.
- To work with the University’s Student and Academic Services and Planning Office to ensure that
postgraduate admissions processes support the requirement for a high standard of data quality.

**Systems support and development**

- To play a key role in the development and maintenance of existing and new modules of the SITS system.
- To work closely with technical teams across the University and promote the postgraduate admissions agenda in order to inform the development of the University’s technical strategies.
- To ensure that postgraduate admissions data is of a high quality in order to aid such downstream processes as enrolment and subsequent statutory returns (e.g. HESA).
- To advise and support staff in Postgraduate Admissions and Academic Departments on the use of relevant systems.
- Contribute to the development and exploitation of the University’s Customer Relationship Management (CRM) system.

**Line management**

To line manage the following:

- Postgraduate Admissions Officer
- Partnership Admissions Officer
- Admissions Compliance Officer

and to contribute to their management of their respective teams.

- To plan staff resources, in conjunction with the Head of Admissions, to meet fluctuating demands at different times of the year.
- To foster a positive, confident and enthusiastic working environment with good staff morale, motivation and a versatile approach to working.
- The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post.
## PERSON SPECIFICATION

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<tr>
<th>Essential / Desirable</th>
<th>Qualifications</th>
<th>Knowledge</th>
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<tr>
<td><strong>Honours degree (or equivalent)</strong></td>
<td><strong>Essential</strong></td>
<td><strong>Essential</strong></td>
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<td><strong>Knowledge</strong></td>
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<tr>
<td>Knowledge and understanding of complex administrative processes/procedures</td>
<td><strong>Essential</strong></td>
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<td>Knowledge of how to develop effective working relationships within an organisation and with external bodies</td>
<td><strong>Essential</strong></td>
<td><strong>Essential</strong></td>
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<td>Familiarity with large complex databases</td>
<td><strong>Essential</strong></td>
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<td>An understanding of the following:</td>
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<tr>
<td>- UK Higher Education environment</td>
<td><strong>Desirable</strong></td>
<td><strong>Desirable</strong></td>
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<td>- Home Office UKVI Tier 4 immigration issues and requirements</td>
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<td>- Data Protection</td>
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<tr>
<td>- Disclosure and Barring Service (DBS)</td>
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<tr>
<td>- Equality and diversity</td>
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<tr>
<td>Familiarity with UK and international qualifications</td>
<td><strong>Desirable</strong></td>
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<td>Knowledge of the SITS student record system</td>
<td><strong>Desirable</strong></td>
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<tr>
<td>Knowledge of Customer Relationship Management (CRM) systems (preferably MS Dynamics)</td>
<td><strong>Desirable</strong></td>
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<td>Knowledge of student scholarship funding issues and principles</td>
<td><strong>Desirable</strong></td>
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<td><strong>Skills, abilities and competencies</strong></td>
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<td>Ability to make decisions, set priorities, meet strict deadlines, and react promptly to changing needs in a demanding work environment</td>
<td><strong>Essential</strong></td>
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<td>Ability to communicate confidently and effectively with people at all levels, including academic and administrative staff, prospective students, their families and external agencies in a professional and diplomatic manner</td>
<td><strong>Essential</strong></td>
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<td>Excellent written and oral communication skills</td>
<td><strong>Essential</strong></td>
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<td>Ability to work methodically and accurately when under pressure</td>
<td><strong>Essential</strong></td>
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<td>Ability to calculate and interpret statistical data as a management reporting tool</td>
<td><strong>Essential</strong></td>
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<td>Confident application of IT skills, with the ability to learn new software and applications</td>
<td><strong>Essential</strong></td>
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<tr>
<th>Experience</th>
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<tr>
<td>Proven experience of managing and motivating staff</td>
<td>Essential</td>
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<td>Experience of working in a managerial role in a complex institution</td>
<td>Essential</td>
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<td>Experience of working with complex relational databases and rule governed processes</td>
<td>Essential</td>
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<td>Proven ability to manage innovation and change in working practices</td>
<td>Essential</td>
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<td>Experience of quality service delivery</td>
<td>Essential</td>
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<td>Experience of management in the HE sector</td>
<td>Desirable</td>
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<tr>
<td>Exposure to either student recruitment or admissions</td>
<td>Desirable</td>
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<td>Experience of policy development in an HE environment</td>
<td>Desirable</td>
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## Personal attributes

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<td>Self-motivation and the ability to motivate others</td>
<td>Essential</td>
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<td>Ability to remain calm under pressure</td>
<td>Essential</td>
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<tr>
<td>Commitment to career and self-development and a willingness to learn new skills and knowledge</td>
<td>Essential</td>
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<td>Willingness to comply with holiday restrictions and to work occasional unsocial hours at peak times</td>
<td>Essential</td>
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Student Recruitment and Admissions (SRA) forms part of the University's Directorate of External Relations. SRA has responsibility for the following:

- outreach to and recruitment of prospective undergraduate and postgraduate students in UK, European and Worldwide markets;
- admissions policy and strategy in relation to undergraduate and postgraduate students as well as the operation of the University's admissions function and links with UCAS. Admissions decision-making is in part centralised with decisions taken by members of SRA staff;
- outreach specifically to students with widening participation characteristics

SRA leads to effective coordination of the Office's functions and constructive collaboration between teams.

SRA works closely with other sections of the Directorate: in particular Marketing and Global Engagement but also including the Office of Philanthropic Partnerships and Alumni and the Centre for Lifelong Learning.

SRA is based in the Stables Building on the Heslington West part of the University campus. Co-location of all teams within
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York
Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment
York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools
Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location
York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire
The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6734
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 27 June 2018.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to roxanne.pendlebury@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk

+44 (0)1904 324835