Undergraduate Admissions Administrator
External Relations

Closing date: 24 January 2019
Interview date: 14 February 2019
Vacancy reference: 7291
INTRODUCTION

Student Recruitment and Admissions is a busy office with a vital part to play in the organisation of the admissions process for undergraduate and postgraduate programmes at the University and for the Hull York Medical School. The office also provides information to prospective applicants and their families, and promotes widening participation in higher education. The office has an overall staff of sixty.

Within Student Recruitment and Admissions the Undergraduate Admissions Team of 9 staff handle over 28,000 undergraduate applications each year, organise interviews and visit days on behalf of academic departments, liaise with UCAS (the Universities and Colleges Admissions Service) and respond to requests for admissions information from members of the University's academic staff, applicants, teachers, parents and carers.
Main purpose of the role

You will be an important member of the Student Recruitment and Admissions Office and of the Admissions Team. The primary purpose of the team is to provide an efficient and effective admissions service to applicants and departments by processing applications and decisions, supporting visit day and interview arrangements and responding to enquiries from internal and external stakeholders via a variety of methods including using our CRM system.

You will be located within the Undergraduate Admissions Team but there will be opportunities for cross-working with other teams within Student Recruitment and Admissions.

Key responsibilities

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

- Processing applications (using the University's student database system, SITS and the UCAS system, weblink), involving day-to-day liaison with academic and administrative departments and external stakeholders;
- Advising staff in academic departments on admissions decisions, interpreting guidelines on educational equivalences, and advising on University regulations and procedures;
- Handling enquiries from prospective students, their advisors, colleagues across the University and members of the public. Enquiries may be face-to-face, by telephone, email or other means of correspondence such as our CRM system;
- Advising applicants, academic and administrative staff on UCAS application procedures;
- Using the University’s electronic system to prepare applications for selection;
- Processing routine admissions decisions according to strict, clear criteria supplied by the Admissions Officer;
- Preparing and sending correspondence for applicants, including offer letters, emails, forms and guidance;
- Inviting and allocating applicants to interviews and/or visit days, including recording and monitoring responses and providing guidance for using the University's applicant portal;
- Representing the University at UCAS Higher Education Events and University Open Days
- Occasional attendance at meetings relevant to the work of the Admissions Team
- General office duties (including occasional reception cover, filing, opening and sorting post, photocopying, scanning documents, etc).
- Assisting colleagues across Student Recruitment and Admissions where required.

The above list of duties is not exhaustive and is subject to change. You may be required to undertake other duties within the scope and grading of the post. This may involve assisting with recruitment events during weekends.
# PERSON SPECIFICATION

<table>
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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>5 GCSEs at grades A*-C or equivalent, or relevant experience</td>
<td>Essential</td>
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<td>A level or higher qualifications (or equivalent)</td>
<td>Desirable</td>
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## Knowledge

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<tr>
<td>An understanding of the UK Higher Education system</td>
<td>Essential</td>
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<td>An understanding of the Data Protection Act, the Freedom of Information Act and how these relate to personal information</td>
<td>Essential</td>
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<td>An understanding of equal opportunities</td>
<td>Essential</td>
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<td>Knowledge of admissions procedures and processes</td>
<td>Desirable</td>
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## Skills, abilities and competencies

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<th>Essential / Desirable</th>
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<tr>
<td>Excellent IT skills, including use of Microsoft Office and complex databases to support office routines</td>
<td>Essential</td>
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<td>Excellent interpersonal skills and the ability to work co-operatively with applicants and colleagues</td>
<td>Essential</td>
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<td>Ability to maintain and monitor electronic records accurately</td>
<td>Essential</td>
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<td>Ability to work as part of a team</td>
<td>Essential</td>
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<td>Ability to work independently and to take initiative</td>
<td>Essential</td>
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<td>An organised and methodical approach to a variety of tasks</td>
<td>Essential</td>
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<tr>
<td>Ability to communicate information helpfully and accurately, both verbally and in writing, with a wide range of colleagues and customers and in a number of formats</td>
<td>Essential</td>
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## Person Specification

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<th>Experience</th>
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<td>Experience of working effectively in an administrative role in a complex, busy office environment</td>
<td>Essential</td>
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<tr>
<td>Experience of working with complex databases</td>
<td>Essential</td>
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<tr>
<td>Experience of delivering excellent standards of customer service</td>
<td>Essential</td>
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<tr>
<td>Experience of communicating information helpfully and accurately, both verbally and in writing, with a wide range of colleagues and customers</td>
<td>Essential</td>
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<tr>
<td>Experience of working in Higher Education administration, particularly in admissions</td>
<td>Desirable</td>
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<td>Experience of student records systems</td>
<td>Desirable</td>
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### Personal Attributes

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<th>Essential / Desirable</th>
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<tr>
<td>Professional, helpful and friendly attitude with a diplomatic, confident and efficient manner in dealing with a range of people and situations</td>
<td>Essential</td>
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<td>Flexibility</td>
<td>Essential</td>
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<td>Highly organised with proven time management skills</td>
<td>Essential</td>
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<td>Excellent attention to detail</td>
<td>Essential</td>
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<td>Willingness to comply with holiday restrictions and to work occasional weekends and evenings at peak periods</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 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 Campus West. Colocation of all teams within SRA leads to effective coordination of the Office's functions and constructive collaboration between teams.

In Student Recruitment and Admissions we handle around 50,000 undergraduate and postgraduate applications each year. The team provides information, advice and guidance for applicants, advisors, agents, and academic and support staff across the University. You will be an important member of the team and will provide the necessary administrative support to ensure an effective and efficient application service.
THE UNIVERSITY

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.
THE UNIVERSITY

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](http://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 7291
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 24 January 2019

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 Catherine Samworth:
catherine.samworth@york.ac.uk
Tel: (01904)324711

If you have any questions about your application, contact the HR Services team:
recruitment@york.ac.uk
+44 (0)1904 324835