Admissions Manager (Postgraduate)

Department: Marketing, Recruitment, Admissions and Outreach

Hours of work: Full Time / 37 a week

Contract type: Open

Salary: £32,817 to £40,322 a year
Introduction

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 Marketing, Recruitment, Admissions and Outreach (MRAO), including supporting centralised admissions decision making, enhancement of the applicant experience, increased diversity and improvement in applicant conversion.

There are two posts, one to manage the Postgraduate Admissions team that supports the Faculty of Social Sciences and one the Faculty of Arts and Humanities. The posts will ensure an efficient and effective admissions service to applicants and academic departments by managing the processing of applications and responding to enquiries from internal and external stakeholders.

The post plays a key role in centralised support for Admissions, and will take the lead on working with academic departments to ensure that all departments benefit from the service of the Postgraduate Admissions team.

The post also supports the Deputy Head of Admissions (Postgraduate) on admissions projects and on developing and implementing robust processes and procedures.

This post sits within the Postgraduate Admissions function but the post-holder would be expected to work with other teams within MRAO and across the wider University.

Main purpose of the role

- To oversee the postgraduate admissions function for the Faculty of Social Sciences or the Faculty of Arts and Humanities ensuring that admissions operational activities are carried out in accordance with the Admissions Policy and effectively support the University’s recruitment strategy.

- To work closely with the Deputy Head of Admissions (Postgraduate) to facilitate greater centralisation of decision making for postgraduate taught programmes through liaison with academic departments, including defining selection criteria, recruitment and decision making timetables and offer targets.

- To liaise with academic departments on issues relating to devolved admissions processes and procedures and provide appropriate guidance and support to staff in academic departments and other parts of the University who are involved with admissions and student recruitment activities.

Key responsibilities

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

Managing the Admissions Service

- Ensure that the postgraduate admissions service supports the University’s recruitment objectives through a focus on the applicant experience.

- Work closely with the Deputy Head of Admissions (Postgraduate) to coordinate the centralisation of decision making for a number of academic departments, including liaising with admissions tutors to define selection criteria, recruitment timetables and recommended offer targets.

- Liaise with academic departments on issues relating to devolved admissions processes and procedures and provide appropriate guidance and support to staff in academic departments and other parts of the University who are involved with admissions and student recruitment activities.
• Work closely with colleagues across professional support services, particularly in Planning, Student Recruitment, and Marketing

• Manage the implementation of appropriate filters in the application selection process for centralised departments, based on criteria discussed and agreed with departments

• Take a lead on admissions processes for the admission of visiting students and English Language pre-sessional students

• Ensure consistency and fairness throughout the admissions decision making process for all departments

• Ensure that admissions processes and procedures are carried out in accordance with relevant legislative requirements, e.g. General Data Protection Regulation (GDPR), consumer protection legislation, UK Visas and Immigration (UKVI) requirements for international students, Disclosure and Barring Service (DBS) checks, etc.

• Ensure that admissions decisions are made and processed in line with advertised deadlines

• Take a lead on enquiry management through the Customer Relationships Management (CRM) system for postgraduate admissions

• Have an expert knowledge of commonly presented qualifications for admission and their suitability for admissions purposes and determine equivalences for new qualifications

• Have knowledge of student scholarship funding issues and principles

• Process applications for postgraduate study, with a high regard for accuracy, data quality and efficiency, and to agreed selection criteria

• Oversee the annual update and review of the University’s online application system (Select) ensuring a smooth and efficient recruitment cycle launch

• Prepare content for publications, communications and the web to promote greater understanding of and engagement with the admissions process

• Organise and participate in admissions events, training sessions and recruitment events

**Reporting, monitoring and development**

• Use statistical reporting tools, monitor and interpret application patterns, offers made and applicant response rates to assess progress towards University recruitment objectives

• Provide management information to senior staff in MRAO, external partners, University departments and team members as required

• Represent Admissions at academic departments in the University’s planning processes

• Assist in the development of admissions policies and practices for applicants coming through external partnerships channels

• Monitor the efficiency of centralised processes and identify ways in which the system can be made to work to the best advantage of applicants, the University and external partners

• Inform the development and enhancement of the University’s online admissions system, Select

• Assist with the further development, and maintenance of the University’s applicant portal, You@York

• Play a key part in any admissions related reviews or projects

• Contribute to other collaborative University wide groups/projects
Staff management

- Direct line management of the Postgraduate Admissions Team Leader(s), and indirect line management of the Admissions Administrators and Admissions Assistant, including involvement in all aspects of staff recruitment and performance management
- Plan staff resources to meet fluctuating demands at different times of the year

Occasional duties include:

- Represent Admissions at committee meetings as required
- Deputise for the Deputy Head of Admissions (Postgraduate) during periods of absence in matters relating to postgraduate admissions
- Assist colleagues across MRAO where required
- 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>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>A general education to include three A levels or equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>An understanding of the UK Higher Education system</td>
<td>Essential</td>
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<tr>
<td>Knowledge of HE admissions procedures and processes</td>
<td>Essential</td>
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<tr>
<td>An understanding of legislative requirements impacting HE admissions, for example consumer protection law, tuition fee regulations, General Data Protection Regulations (GDPR), UK Visa and Immigration, Freedom of Information Act, equal opportunities.</td>
<td>Essential</td>
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<td>Knowledge of data quality issues, and processes needed to protect data quality</td>
<td>Essential</td>
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<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<tr>
<td>Ability to line manage and motivate a team and to apply available resources to optimum effect</td>
<td>Essential</td>
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<td>Ability to review procedures and processes, ensuring they are fit for purpose and maximise efficiency, make recommendations for improvements as identified and implement agreed changes</td>
<td>Essential</td>
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<td>Excellent oral and written communication skills, with the ability to provide detailed advice and guidance on specialist defined processes and procedures to internal and external contacts</td>
<td>Essential</td>
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<td>Excellent administrative and organisational skills with high attention to detail</td>
<td>Essential</td>
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<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
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<tr>
<td>Experience of successfully managing and motivating others to achieve results, and set priorities according to deadlines and demands.</td>
<td>Essential</td>
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<td>Experience of working in a complex, busy office environment with excellent standards of customer service.</td>
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<td>Experience of monitoring and analysing large volumes of complex statistical information</td>
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<td>Experience of working with complex databases and spreadsheets</td>
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<td>Experience of developing or improving processes to enhance the user experience</td>
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<td>Experience of working in postgraduate admissions</td>
<td>Desirable</td>
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<td>Experience of student records systems, preferably SITS, and data query tools, preferably Tableau</td>
<td>Desirable</td>
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<th>Personal attributes</th>
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<td>Good interpersonal skills and the ability to communicate effectively with staff, students and stakeholders</td>
<td>Essential</td>
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<td>Flexible attitude towards work and willingness to respond to time-led demands</td>
<td>Essential</td>
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<td>A positive, open and objective attitude toward others, to value and support colleagues. Able to respond and integrate change and to demonstrate personal resilience</td>
<td>Essential</td>
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<td>Ability to work with tact and diplomacy in challenging situations, remaining calm under pressure.</td>
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<td>Able to deal with confidential matters and act with discretion</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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