# UG Admissions Administrator

<table>
<thead>
<tr>
<th><strong>Department:</strong></th>
<th>Physics</th>
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<tbody>
<tr>
<td><strong>Hours of work:</strong></td>
<td>Full time, 37 hours / week</td>
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<tr>
<td><strong>Contract type:</strong></td>
<td>Fixed term, 12 months</td>
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<tr>
<td><strong>Salary:</strong></td>
<td>Grade 5, £26,341 - £32,344 per year</td>
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Introduction

This is a key role in the Department’s professional services team, providing administrative support for the recruitment of undergraduate students. In a highly competitive market, it is vital that we maximise the number of suitable applicants and the uptake of offers made. There is extensive communication with applicants, students and colleagues, as well as organising a significant number of events throughout the recruitment cycle.

Main purpose of the role

To undertake a range of specialised, administrative activities that contribute to the effective and efficient operation of the UG Admissions process within the Department. This means managing the administrative aspects of the UCAS recruitment process from advertising materials through to pre-registration. Specific tasks include the organisation of all interview days, post-offer visit days, open days, and the Clearing and Confirmation process, working with other areas of the Department and University. Communications are also important, both directly with applicants and input into recruitment materials. The role holder works closely with Admissions Tutors in the Department, and supervises tasks that other administrators assist with, as well as recruiting and supervising all student ambassadors. The role holder also forms part of the wider administrative team, and contributes to other areas as appropriate.

Key responsibilities

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

- Assist in the management and delivery of the section’s specialised services
- Act as a point of reference and provide information, advice, guidance and support to students, prospective students and staff on the specialised service provided
- Create, manage and maintain information systems pertaining to service-related data within the Department, and the University’s central information and records systems
- Liaise with relevant departments to develop reliable and informative data and statistics to provide to both internal and external organisations
- Oversee the development of service-related promotional marketing materials and a wide range of information media (both hard copy and web-based) on the specialised service provided, in consultation with colleagues and other departments
- Provide information and guidance on: internal standards and policies; relevant external procedures, regulations and legislation within the specialised service provided
### Person specification

#### Qualifications

**A general education to include three passes at A level, or an equivalent educational qualification, or relevant experience**

**Essential**

#### Knowledge

**A thorough understanding of the principles of service provision and office management within a large, complex organisation**

**Essential**

**Thorough knowledge of all Microsoft Office applications**

**Essential**

#### Skills, abilities and competencies

**Good 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**

**Essential**

**Able to review procedures and processes, ensuring they are fit for purpose and maximise efficiency; make recommendations for improvements as identified and implement agreed changes**

**Essential**

**Initiative and problem solving skills**

**Essential**

**Ability to write clearly and succinctly, for reports and publication, including web publication**

**Essential**

**Strong IT skills: including word processing, email, web page maintenance, expertise in manipulating databases and spreadsheets, and Google Suite**

**Essential**

**A high degree of attention to detail**

**Essential**

**Able to work under pressure and on own initiative**

**Essential**

**Able to deal with confidential matters and act with discretion**

**Essential**

**Ability to supervise the work of others**

**Essential**

#### Experience

**Experience of working in a student-facing or customer service role.**

**Essential**

**Considerable experience in writing service-related reports for senior managers, which may include reports on finances and service development; or of writing promotional material**

**Essential**

**Experience in organising events**

**Essential**

**Experience of admissions processes**

**Desirable**

#### Personal attributes
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<th>Requirement</th>
<th>Essential</th>
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<td>Sensitivity and empathy with customers, colleagues and staff</td>
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<td>Organised and flexible, able to prioritise</td>
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<td>Demonstrable initiative and problem solving skills</td>
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<td>Keen to provide a high standard of customer service</td>
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<td>Highly motivated, able to work independently or as part of a team</td>
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<td>Conveys a positive attitude</td>
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<td>A commitment to and understanding of Equality, Diversity and Inclusion</td>
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<td>Commitment to work in and contribute to an environment of change and continuous improvement</td>
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