External Relations
Administrator (Admissions Compliance)

Department: Marketing, Recruitment, Admissions and Outreach
Hours of work: Full-time / 37 hours per week
Contract type: Open
Salary: £24,285 - £27,131 a year / Grade 4
Main purpose of the role

There is one full-time, open post available within the Admissions Compliance Team.

You will work closely with the Deputy Head of Admissions (Policy & Compliance) to ensure that the University’s recruitment and admissions service is compliant with external legislation and regulation. You will play a part in developing and maintaining relevant policy and quality assurance measures to ensure compliance whilst maintaining service quality.

This post is extremely collaborative in nature and will see the role holder working closely across a range of teams across Marketing, Recruitment, Admissions and Outreach (MRAO), International Recruitment, Partnerships and Mobility (IRPM), and colleagues across the institution, including the Data Protection Officer, Student and Academic Services and Academic Departments.

The Admissions Compliance team is part of Marketing, Recruitment, Admissions and Outreach (MRAO). MRAO 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, advice and guidance to prospective applicants and their families, and promotes widening participation in higher education. Within MRAO, the Admissions team handles over 50,000 applications each year. The team provides information, advice and guidance for prospective applicants, applicants, and academic and support staff across the University.

Key responsibilities

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

1. Role Specific Responsibilities

- Update, maintain and develop processes and procedures in areas of compliance, to ensure that the University works within the relevant regulatory guidelines;
- Support the Deputy Head of Admissions (Policy & Compliance) in providing detailed advice, guidance and support within clear guidelines on admissions processes and procedures to admissions teams and University colleagues, using judgement to suggest the most appropriate course of action where appropriate;
- Support the Deputy Head of Admissions (Policy & Compliance) with designing and delivering a variety of service support mechanisms (e.g. training materials for admissions teams) to maximise service quality, efficiency and continuity;
- Administrative tasks associated with complaints;
- Support preparedness for internal and external audits and assist with the audit response;
- Support the process for admitting applicants with criminal convictions, disabilities, students under the age of 18, other occupational health matters and legal matters;
- Provide guidance to those handling fraudulent applications;
- Support the Deputy Head of Admissions (Policy & Compliance) with representing Admissions at various committee meetings, as required.

2. University of York Responsibilities for Grade 4

Service and Operational Delivery

- Use initiative to resolve queries that generally have a readily available answer by reference to policy, past experience and/or where some discretion can be applied.
- Share knowledge with colleagues and others to enable effective service or operational delivery.
- Proactively anticipate, explore and respond to customer needs and, when appropriate, propose solutions to resolve service or operational issues.
- Provide guidance and advice to resolve problems and queries for a broad range of customers.
- Make effective use of digital solutions to carry out operational activity and highlight opportunities for
further efficiencies.

- Provide effective administrative support to the wider department as required. This may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events.

Continuous Improvement

- Contribute to the ongoing improvement, development and implementation of University processes and systems.
- Advise others and make recommendations into work processes and procedures for consideration by senior management to improve services.
- Proactively identify opportunities for building new personal knowledge and skills.

Specialist Contribution

- Act as a more knowledgeable team member to resolve non-standard or complex queries or advise when to escalate.
- Record data and information accurately
- Analyse, manipulate and interpret information/data and use it to produce reports for distribution to key stakeholders in the process or service.
- Carry out basic analysis and research to inform decision making.

Collaboration and Communication

- Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
- Collaborate with team members to anticipate and implement service improvements or alterations.
- Proactively and reactively liaise with contacts and participate in networks and communities internally and possibly externally, contributing to effective collaborative working.
- Act as a supportive and encouraging member of a team, including contributing to the training and induction of colleagues or new staff.

Governance and Oversight

- Apply knowledge of procedures and policy to processes; check and reconcile anomalies within data and information.
- Monitor and evaluate service delivery to ensure compliance with regulatory and professional procedures and standards.
- Monitor data accuracy checks to identify anomalies and ensure the integrity of data and information.

Planning and Organisation

- Plan and organise own workload, including possible project delivery.
- Organise and schedule resources, activities and events.
- Identify priorities and monitor processes and activities to ensure success.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
## Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A knowledge and understanding of complex administrative processes/procedures</td>
<td>Essential</td>
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<td>Ability to work with competing priorities and deadlines with attention to detail</td>
<td>Essential</td>
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<tr>
<td>An understanding of the UK Higher Education system and legislative requirements impacting admission to HE, including:</td>
<td>Desirable</td>
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<td>● Home Office UKVI</td>
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<td>● Data protection</td>
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<tr>
<td>Knowledge of admissions procedures and processes.</td>
<td>Desirable</td>
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<td>Experience of using complex databases</td>
<td>Desirable</td>
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<td>Experience of working in a compliance related role</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 4

#### Qualifications:

Level 2 qualification including Maths and English. (Qualifications at this level include five GCSEs at grade A*-C/ grade 4-9. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

#### Skills - demonstrates the ability to:

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<tr>
<td>Accurately record, analyse, interpret and report information/data</td>
<td>Essential</td>
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<td>Use digital technologies including Google applications and/or Microsoft Office</td>
<td>Essential</td>
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<tr>
<td>Communicate effectively in verbal and written formats</td>
<td>Essential</td>
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<tr>
<td>Organise activities and resources</td>
<td>Essential</td>
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#### Behaviours:

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<td>Works collaboratively with others</td>
<td>Essential</td>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
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