Admissions Manager (undergraduate)

Department: Marketing, Recruitment, Admissions and Outreach (MRAO)
Hours of work: Full time (37 hours per week)
Contract type: Open
Salary: £34,308 - £42,155 per year
Main purpose of the role

- To oversee the undergraduate admissions function for one of the three faculties 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 (Undergraduate) to facilitate greater centralisation of decision making for undergraduate programmes through liaison with academic departments, including defining selection criteria, recruitment and decision making timetables and offer targets
- To play a key role in the centralised support for admissions, including informing strategic objectives through involvement in the University’s planning processes
- To assist with projects designed to improve the efficiency of the admissions service, enhancing the experience of both internal and external stakeholders
- To support and participate in the organisation and delivery of information events for applicants, and the organisation and delivery of training for admissions staff

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

Role Specific Responsibilities

- The post includes some unsocial working hours and weekend working. The post includes an embargo on holiday leave at certain points of the year including August when qualification results are due/released
- Ensure that the undergraduate admissions service supports the University’s recruitment objectives through a focus on the applicant experience.
- Manage the implementation of appropriate filters in the application selection process for centralised departments, based on criteria discussed and agreed with departments
- Ensure consistency and fairness throughout the admissions decision making process for all departments and working with in the UCAS guidance
- Ensure that admissions decisions are made and processed in line with internal and external deadlines

University of York Responsibilities for Grade 6

Service and Operational Delivery

- Oversee a responsive and proactive support service to ensure service expectations are met.
- Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
- Contribute to operational leadership teams and decision making to shape the nature and level of support services.
- Implement changes to the design and development of a service.
- Accountable for delivery of a service within a defined area or defined responsibilities.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

**Continuous Improvement**

- Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
- Ensure the review and improvement of systems and procedures in line with University frameworks.
- Review internal and external practice to identify opportunities for future improvements or efficiencies.
- Apply expertise to identify, understand and propose resolutions for issues or problems.
- Proactively identify opportunities for building personal knowledge and skills for self and others.
- Deliver knowledge sharing on specialist defined processes across the broader team.

**Specialist Contribution**

- Provide advice to stakeholders in relation to complex policies, procedures and regulations.
- Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
- Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
- Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
- Deliver training, teaching and/or development delivery for stakeholders.

**Collaboration and Communication**

- Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
- Build relationships and networks internally and externally to build and update knowledge and skills.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.

**Governance and Oversight**

- Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
- Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
- Contribute to the creation or development of policy and procedures to take account of internal and external changes.
- Ensure activities and documents comply with internal University and external regulation, policy and procedures.
Planning and Organisation

- Plan, organise and prioritise own workload (and, where applicable, the workload of team members on a regular basis), taking into account operational needs and changing circumstances of the team over the short to mid term.
- Plan and manage longer term programmes of work, monitoring progress as required.
- Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.

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

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Knowledge of data quality issues, and processes needed to protect data quality</td>
<td>Essential</td>
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<tr>
<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, communicating effectively with a wide audience</td>
<td>Essential</td>
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<tr>
<td>Experience of successfully managing and motivating others to achieve results, and set priorities according to deadlines and demands from internal and external stakeholders</td>
<td>Essential</td>
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<tr>
<td>Experience of monitoring and analysing large volumes of complex statistical information, databases and spreadsheets working on student records systems, preferably SITS and data query tools preferably Tableau</td>
<td>Essential</td>
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<tr>
<td>Ability to line manage and motivate a team and to apply available resources to optimum effect with excellent standards of customer services with a high attention to detail</td>
<td>Essential</td>
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University of York Person Specification for Grade 6

Qualifications:

- Level 3 qualification. (Qualifications at this level include A levels. Please view the full list). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience. Essential

Skills - demonstrates the ability to:

- Lead projects Essential
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<thead>
<tr>
<th>Task</th>
<th>Requirement</th>
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<tbody>
<tr>
<td>Gather, analyse, interpret and report complex data/information</td>
<td>Essential</td>
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<tr>
<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, including the use of a variety of digital tools</td>
<td>Essential</td>
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<td><strong>Behaviours:</strong></td>
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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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<tr>
<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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