

**ROLE DESCRIPTION AND PERSON SPECIFICATION
PROFESSIONAL AND ADMINISTRATIVE STAFF**

Role Title: Admissions Officer

Service: Student Recruitment & Success: Admissions Team

Pay Band: C

Reports to: Admissions Manager

Purpose of Role:

To ensure the efficient management of the admissions process for RUL courses, ensuring that applications to all levels are dealt with in a timely manner, whilst providing the highest level of customer service.

To provide first class relationship management and support to prospective students with the aim of nurturing enquiries into applications and enrolments.

Role Responsibilities:

- Ensure admissions processes are operated at all times within the legislative and regulatory requirements, include verifying qualifications and identity documents, detecting potential fraud, carrying out a quality check on every application received
- Manage and process applications, application-related enquiries and other forms of correspondence from applicants.
- Develop and maintain a high quality service to all applicants and prospective applicants, keeping those involved updated with information on the application/transfer process, fees, scholarships etc;
- Provide advice and guidance about RUL to applicants.
- Evaluate academic qualifications, both from the UK and overseas and make decisions on non-complex applications within specified deadlines
- Liaise with appropriate staff when dealing with more complex applications and decisions
- Make course offers and liaise with applicants as per the agreed application procedure, including ensuring that applicants who do not meet the course entry requirements are offered, if possible, an appropriate alternative course.
- To keep abreast of current issues within HE and FE admissions and respond to any changes that may arise

- Keep abreast of the latest immigration guidance, applying the necessary regulatory requirements when necessary.
- Ensure an excellent level of customer service is provided to all stakeholders, including the university's network of recruitment agents and progression managers at feeder schools and colleges.
- To keep up to date with current best practice and procedures relating to all applicants and their applications.
- Monitor, record and progress student applications, keeping them accurate and up to date, always ensuring applications are processed in compliance with the university's regulations
- Communicate to academic and administrative staff current international admissions policies and procedures.
- Assist in the student registration procedures, contributing to the management of arrivals by sending arrival information and joining instructions
- Maintain accurate and up-to-date records on the student record system and CRM.
- Monitor course applications, offers, acceptances and other responses in order to identify progress towards the achievement of student recruitment targets, and prepare reports on applicant numbers and responses.
- Monitor the conversion rate from application to admission and providing an analysis of application and acceptance trends
- Maintain up-to-date knowledge of admissions policies and procedures and international qualifications where necessary.
- To act as an ambassador during Open Days and Marketing & Student Recruitment events on behalf of the University, both within the UK and Overseas when required.

Other

- Demonstrate understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- Work within Ravensbourne's Code of Conduct and other Rules
- Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate
- Carry out the policies, procedures and practices of Health & Safety in all aspects of the role
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work, and show commitment through everyday practice in the role
- Work in accordance with, and promote Ravensbourne's environmental sustainability policy and practices

- Works continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness
- Perform such other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved

Key working relationships

- Marketing, Communications & Content team
- Student Recruitment & Engagement team
- Tier 4 Compliance Officer

Person Specification (Knowledge, Skills and Behaviours)

	Essential	Desirable
<p><u>Core Personal Skills</u></p> <p>Minimum Qualification Required: Educated to degree or equivalent qualification at Higher Education level in a related discipline consummate with the nature of the role.</p>	✓	
<p>Customer focus and service</p> <p>Understands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them.</p>	✓	
<p>Team working</p> <p>Works collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved.</p>	✓	
<p>Communicating and relating to others</p> <p>Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon.</p>	✓	
<p>Organising work</p> <p>Organises work for optimum effectiveness and meet deadlines, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met. Ability to deal with multiple channels of enquiries, e.g. email, calls, etc.</p>	✓	
<p>Using IT</p> <p>Makes optimum use of appropriate digital technology and IT systems in all aspects of the role, particularly the ability to operate in a Virtual Learning Environment</p>	✓	

	Essential	Desirable
<p>Problem solving and decision making</p> <p>Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation</p>	✓	
<p>Future focussed and change-ready</p> <p>Understands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements.</p>	✓	
<p>Numeracy and Statistics</p> <p>Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand.</p>	✓	
<p><u>Professional Experience</u></p> <p>Experience of FE and/or HE admissions, including UCAS</p> <p>Experience of international admissions in an educational context.</p> <p>Knowledge of global education qualifications, including English Language qualifications.</p> <p>Experience and understanding of the Higher and Further Education environments.</p> <p>Knowledge of UKVI regulatory framework and compliance.</p> <p>Experience of operational delivery of business processes, procedures and policies in relation to admissions management.</p> <p>Experience of working with a Student Records Systems/Databases/CRM systems</p>	✓	

	Essential	Desirable
<p><u>Professional and Administrative knowledge and know-how</u></p> <p>Service Knowledge and its application</p> <p>Maintains, develops and applies comprehensive knowledge of all aspects of the service in ways that are proportional to Ravensbourne's nature, scale and complexity, and keeps that knowledge and its application up to date and relevant</p>	✓	
<p>Professional context</p> <p>Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally</p>	✓	
<p><u>Professional and Administrative service delivery, systems and processes</u></p> <p>Delivering the service</p> <p>Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement</p>	✓	