

Description and Person Specification
Professional Services Staff

Job title: Admissions Assistant

Department: Student Recruitment & Success: Admissions Team

Pay Band: B

Line Manager: Admissions Manager

Role Purpose:

The Admissions Assistant supports the admissions process for Ravensbourne University London courses, assisting in application processing and providing administrative support. This role ensures accurate documentation and data entry, responds to applicant inquiries, and provides general support to the Admissions Team. Additionally, the Admissions Assistant will help coordinate admissions activities, including interviews and open days, while delivering a high level of customer service to prospective students and applicants. The Admissions Assistant is also responsible for delivering excellent customer service to prospective students and applicants, aiming to convert enquiries into applications and enrolments and ensuring a positive applicant experience.

Duties and Responsibilities:

- Process UK applications with standard qualifications for Further Education, Undergraduate, and Postgraduate courses in accordance with internal and external regulations and in line with institutional goals. This includes verifying qualifications and identity documents, detecting potential fraud, and performing quality checks on all applications. Complicated cases are to be escalated to Admissions Officers as needed.
- Provide an excellent level of customer service via phone and email when handling prospective student and applicant queries, providing detailed information and support as needed.
- Support the Admissions Team by preparing for applicant interviews, gathering required documents and making any special arrangements as needed.
- Collaborate with the wider Admissions Team on shared responsibilities and key admissions deadlines, supporting team goals and responding flexibly to admissions needs.
- Assess the fee status of applicants, adhering to UKCISA (UK Council for International Student Affairs) and ESFA (Education and Skills Funding Agency) guidelines, escalating complicated cases to Admissions Officers as needed.

- Support the Admissions Officers with administrative tasks and quality checks around the CAS (Confirmation of Acceptance of Studies) process in accordance with UKVI regulations and internal guidelines.
- Maintain accurate student records including in the student records system and CRM systems to support statutory data returns, general reporting, auditing, and accurate applicant communication journeys.
- Act as an ambassador Open Days, Offer Holders Days, enrolment and other marketing and student recruitment events on behalf of the university, both on campus, online, and off-campus when required. This will involve providing advice and guidance to visiting applicants and their parents/guardians.
- Perform 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.

Other

- Demonstrate an 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, People & Culture) 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.

Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):

Admissions Officers
 Admissions Managers
 Head of Admissions
 Course Leaders
 Student Recruitment and Marketing Teams
 Visa Compliance Team
 Registry Services Team
 Student Fees Team
 Student Services Team

Person Specification		
Knowledge and Experience	Essential	Desirable
Education Educated to degree or equivalent qualification at Higher Education level (or alternatively, significant relevant experience of working in similar roles would be considered)	E	
Professional experience Experience of working in the Further Education and/or Higher Education system in the UK. Experience of working within admissions and other relevant processes, procedures and policies. Experience of working in a customer focused environment	E	D D
Using IT Makes appropriate use of digital technology and IT systems Experience of working with student records systems. Experience of using SITS.	E	D D
Numeracy and analytical skills Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task.	E	

Core Personal skills, abilities and behaviours	Essential	Desirable
Communication Communicates clearly orally and in writing, considering the audience to ensure that the message is understood and able to be acted upon.	E	

Builds and maintains effective team relationships and interdepartmental relationships with key stakeholders.	E	
Customer focus and service		
Understands the importance of excellent customer service in an increasingly competitive higher education market.	E	
Demonstrable experience of providing excellent customer service to a wide range of stakeholders.	E	
Team working		
Works collaboratively and harmoniously within the team and more widely with internal and external stakeholders to achieve shared goals.	E	
Organisational Values		
Connection - Builds connections within the team and cross-departmentally to create a collaborative environment.	E	
Dynamism - Receptive and able to positively adapt to changing circumstances, and contributes to the continuous improvement of admissions processes.	E	
Professionalism - Maintains professionalism and a high quality of service in challenging situations.	E	
Inclusion - Ensures that equality diversity and inclusion is embedded in day to day work.	E	
Decision making		
Utilises available resources and guidelines to make informed and rational decisions.	E	
Organising work		
Organises own caseload of work effectively to support overarching goals of the team and institution.	E	

This Job Description may be reviewed, and duties amended in alignment with Ravensbourne's requirements. Any changes will be made in collaboration with the postholder.

Our Values

Connection: We value what happens together and we collaborate to achieve our collective goals.

Dynamism: We embrace every opportunity to adapt and optimise.

Inclusion: We celebrate our diversity, and we embrace difference as a source of strength.

Professionalism: We aim for quality in everything we do and take pride in our work.

