

Description and Person Specification
Academic/Professional Services Staff

Job title: Admissions Manager (UCAS and Direct)

Department: Student Recruitment & Success: Admissions Team

Pay Band: D

Line Manager: Head of Admissions

Role Purpose:

The Admissions team, in close collaboration with the Student Recruitment Marketing teams, provides a vital service to support the University in meeting its recruitment targets across all FE, UG and PGT courses. With increasing competition to convert students, it is crucial that the team deliver an efficient, fair, proactive and customer focused service both to applicants and internal stakeholders.

The Admissions Manager will support the Head of Admissions in the development of admissions process, procedure and policy, and has responsibility for the operational delivery of the work of the Admissions team.

Duties and Responsibilities:

- Provide management support to the Head of Admissions around admissions business process, and in the development and documentation of agreed processes, procedures and policies, deputising for the Head of Admissions when required.
- Operational delivery of student admissions in relation to all applications across the University (FE, UG & PGT), including the provision of training to admissions staff.
- Develop and oversee guidance and training programs for new and existing Admissions staff, ensuring all materials are current, accurate, and user-friendly.
- Ensure all admissions processes, policies and procedures are being followed throughout the University within agreed Service Level Agreements.
- Act as line manager to the Admissions Officers assigned to the role holder, whilst also support the wider admissions team where required.
- Keep up to date with developments in relation to UK, EU and International qualifications, and maintain the University's offer library to ensure that it meets national and institutional qualification requirements.

- Ensure that the Admissions Team are kept informed on changes to University and national admissions policies to ensure accurate assessment of entry criteria, including English Language requirements.
- Responsible for the liaison with Academic Heads of Department to resolve the legitimacy of rejects, alternative course offers and APEL applications.
- Generation of reports and analysis to inform the progression and development of the admissions team, and to provide ad-hoc statistical analysis when requested from the Head of Admissions or other stakeholders.
- Maintain a high focus on ensuring that admissions data is collected and processed in line with our statutory body requirements (such as HESA, OfS etc), and embedding these best practices within the team.
- Responsible for fee status assessment and ensure that the Admissions Team are kept informed on changes to fee status classification and UKVI requirements.
- Work closely with the Student Recruitment and Marketing team to ensure a seamless student journey from application to enrolment.
- Oversee the operational procedure and process for applications received via the University's Internal Progression Schemes across the University – contributing to the conversion of these students from applicant to enrolment.
- Develop, manage, monitor and report on applicant communications using the SITS student record system and the CRM system, to ensure they are effective and fit for purposes.

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

- Registry Services
- Student Finance
- Academic Leads
- Student Recruitment Managers

- Head of UKVI Compliance
- Statutory Returns Officer

Resources Managed

- Staff: Admissions Officers and Admissions Assistants

Person Specification		
Knowledge and Experience	Essential	Desirable
Education <ul style="list-style-type: none"> • 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 qualifications/experience <ul style="list-style-type: none"> • Experience of working in the Further Education and/or Higher Education system in the UK • Experience of leading and managing a team in a university setting • Experience of managing the CAS Issuance process 	E	D D
Higher Education knowledge <ul style="list-style-type: none"> • Knowledge of systems and software for maintaining student records • Previous knowledge and experience of using SITS • Experience and understanding of the Higher and Further Education environments in relation to admissions. • Knowledge of UKVI Student Route regulations and compliance. • Experience of application processing within the UCAS system, and an understanding of the rules and processes that are followed 	E E E E	D
Stakeholder Management <ul style="list-style-type: none"> • Experience of building and maintaining effective working relationships and a commitment to promoting diversity 	E	

<ul style="list-style-type: none"> Proven staff management experience (or demonstrable ability to acquire it) 	E	
Numeracy and analytical skills <ul style="list-style-type: none"> Experience of interpreting complex sets of data, reporting and present clearly and accurately, and recommending potential solutions with practicable courses of action 	E	

Core Personal skills abilities and behaviours	Essential	Desirable
Management and leadership <ul style="list-style-type: none"> Ability to lead and manages the operational delivery of a course or service, ensuring that standards are met and delivery continuously improved Leading and managing team(s) successfully towards specific agreed outcomes in ways that engage, motivate and develop team members Ensures that all staff managed are properly, deployed and developed in their role, and are enabled to make their contribution to the achievement of short and medium term objectives and longer-term organisational success 	E E E	
Communication <ul style="list-style-type: none"> 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. Provides numerical reports to key stakeholders with analysis of the current admissions pipeline and journey towards enrolment (as well as other analysis as required) 	E E	
Organisational Values <ul style="list-style-type: none"> Connection – Experience of building connections internally and externally to create a collaborative environment Dynamism – An ability to positively adapt to a variety of challenges Professionalism – Maintains professionalism in challenging situations 	E E E	

<ul style="list-style-type: none"> • Equality Diversity and Inclusion – An ability to promote diversity and inclusion within teams. Ensures that equality diversity and inclusion is a key consideration of all new processes and policies 	E	
<p>Team Working and Collaboration</p> <ul style="list-style-type: none"> • Works collaboratively and harmoniously within the team and other groups to get the job done, to the satisfaction of all those involved • Supports their fellow Admissions Manager as and when required, ensuring that both parts of the Admissions operation are working together and sharing resource and information effectively 	E E	
<p>External Engagement</p> <ul style="list-style-type: none"> • 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 • Engages pro-actively with the sector and seizes opportunities to take part in professional development/networking (such as UKCISA, ECCTIS, UCAS and more) • 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 	E E E	

This Job Description may be reviewed, and duties amended aligned 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.

