

## Admissions Administrator



### Role Description

#### GRADE

Grade 3

#### LOCATION

Sighthill Campus,  
Edinburgh

#### LINE MANAGER

Admissions Team Leader

#### Role Summary

The Admissions team is based within International Operations and Student Recruitment professional services directorate. The directorate supports the delivery of the wider University and Internationalisation Strategies delivering effective and responsive recruitment, admission and administration services to support the student journey both in Edinburgh and in conjunction with our partners around the world.

The Admissions team is responsible for ensuring an efficient, responsive and fair admissions process for applicants, ensuring procedures are carried out in accordance with the requirements of external bodies such as UKVI, UCAS and the QAA Code of Practice framework. The team makes centralised decisions on undergraduate and postgraduate applications (UK & Overseas); manages the admissions process to meet student population targets; and plans and manages the annual clearing and confirmation operation.

The Admissions Administrator role assists with all aspects of the admissions process, including the acknowledgement, recording and monitoring of admissions enquiries and applications, ensuring that these are responded to and processed in an efficient, effective and transparent manner in line with institutional and sectoral policies and procedures

### Line Management Responsibility for:

This role does not have any line management responsibilities currently.

## Main Duties and Responsibilities

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- To assist with all aspects of the admissions process, including the acknowledgement, recording and monitoring of applications and, where appropriate arranging interviews to ensure that applications are processed in an efficient, effective and transparent manner.
- To process all applications in accordance with agreed procedures, making centralised decisions on applications or referring queries to School staff as appropriate.
- To provide support and advice to academic staff, students, applicants and others, dealing with a wide range of enquiries about the professional admissions services provided by the University and acting as the first point of contact for these functions.
- To provide an excellent level of customer service to all customers who access our service by telephone or e-mail, and to work with other team members to continuously improve service delivery.
- To contribute to the annual clearing and confirmation operations to deliver an efficient and customer focused service to a high volume of enquirers and applicants.
- To update and maintain entry requirements both internally and externally via the website
- To assist in the calculation of fee status for all applicants.
- To provide support by representing Admissions at relevant events including Open Days and Applicant Visit Days.
- To participate in working groups and project teams as appropriate.
- Contribute to the overall operations of the Admissions team by:
  - working in partnership with staff in Academic Schools, International Operations and Student Recruitment and other professional services to provide information and advice on admissions functions
  - attend and contribute fully to team meetings and events
  - participate in the University's professional development and review scheme – My Contribution.
- To undertake any other duties as may reasonably be required by the Head of Admissions
- To undertake occasional evening and weekend work, as required, to support peak processing periods and related student recruitment activity throughout the year
- Work in line with the University's Values & behaviours Statement which sets out to ensure that the University will be recognised as one which is professional, ambitious, innovative and inclusive. That in our dealings with others we will act with respect and integrity and that we will create an environment in which everyone involved with the university feels proud, confident, challenged and supported.

- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with all applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).

## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
<b>Education / Qualifications</b>		
• HNC or 3 Highers (to include English) or equivalent	✓	
• HND/Degree		✓
<b>Skills / Experience</b>		
• Demonstrable experience of working in a customer service environment	✓	
• Excellent customer service and interpersonal skills and ability to deal with a diverse range of customers	✓	
• Excellent verbal and written communication skills	✓	
• High level of accuracy and attention to detail.	✓	
• Excellent IT skills including use of Microsoft Office, and data inputting skills.	✓	
• Ability to work well in a team.	✓	
• Self-motivating with the ability to use own initiative and prioritise workloads	✓	
• Experience of working in Higher or Further Education administration		✓
• Working knowledge of Admissions operations, including an understanding of entry qualifications		✓
• Experience of using a student records database, preferably SITS		✓
• Experience of dealing with general immigration queries within admissions		✓
• Ability to read, write & speak a foreign language (e.g. Mandarin)		✓