

Job Description

ADMISSIONS OFFICER

Directorate/Faculty of Outreach, Recruitment and
Admissions



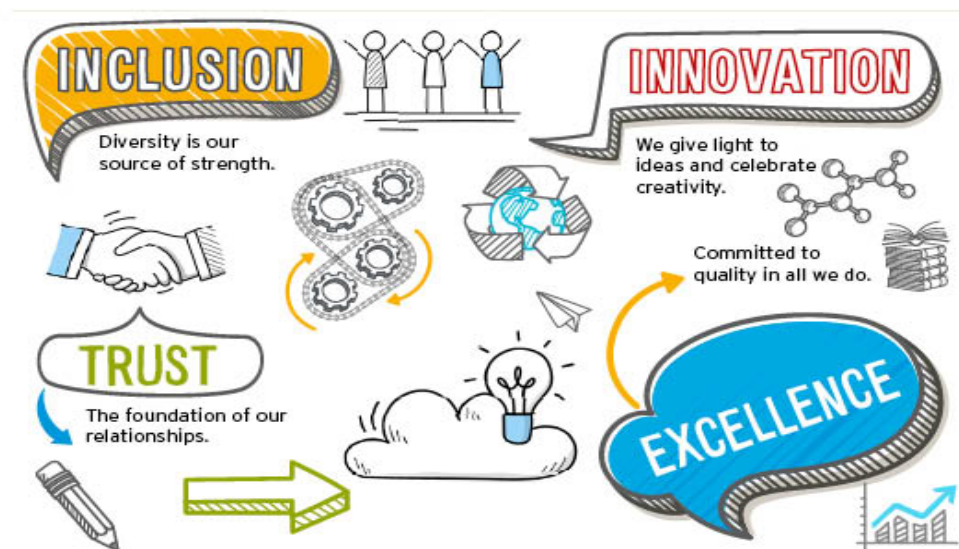
Brief summary of the role

Role title:	Admissions Officer
Grade:	6
Faculty or Directorate:	Directorate of Outreach, Recruitment and Marketing
Service or Department:	Admissions
Location:	Richmond Building, City Campus
Reports to:	Senior Admissions Officer
Responsible for:	
Work pattern:	Full time over 5 days

About the University of Bradford

Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



Equality, Diversity, and Inclusion (EDI)

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion at the heart of everything we do.

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme..

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

Role holder: essential and desirable attributes

Qualifications

Essential	• GCSE English and Maths or equivalent (or equivalent experience)
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Experience, skills, and knowledge

Essential	• Experience of HE Admissions • Significant experience of HE administration and using student IT systems • Experience of dealing with a wide range of people, identifying and resolving their queries in a professional manner • Relevant administrative experience in a busy office environment and working within a team • Ability to use Windows based software applications ie Excel, Word and E-mail • Clear written and oral communication skills with the ability to understand, explain and give advice on processes and procedures • Drafting process and procedure documents • Dealing with non-standard customer queries and complaints • Ability to take responsibility for resolving complex administrative problems and issues
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	• Ability to plan and organise own workload and manage conflicting deadlines without supervision • Accuracy and attention to detail • Ability to develop effective working relationships and contacts to generate and exchange information
Job specific requirements	• Need to be available for work during the full Clearing period (mid-late August) • Annual leave is significantly restricted during the remainder of August and September

Personal attributes

Essential	• Understanding of the University's commitment to Equality and Diversity • Committed to continuing personal/professional development
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Main purpose of the role

Each Admissions Officer will be responsible for making admissions decisions on undergraduate and postgraduate programmes for their allocated academic area/s and will also be expected to assist colleagues to meet business needs. Post holders will be expected to build excellent working relationships with relevant academic and administrative staff and to ensure that all offers made to applicants are in line with university policy. Candidates will have excellent organisational and communication skills with experience of HE admissions and administration and will be a good team player with experience of dealing with conflicting demands and priorities.

Main duties and responsibilities

Note: The list below may vary to include other reasonable requests (as directed by university management) which do not change the general character of the job or the level of responsibility entailed

1. To act as the primary contact for the designated academic area/s for all aspects of the admissions process and to ensure an effective and productive working relationship with academic and administrative colleagues
2. To make and format decisions for entry to undergraduate and postgraduate courses in line with agreed criteria and timescales
3. To conduct fee assessments on applications
4. To schedule applicant interviews, arrange Applicant Experience Days (AED's) in conjunction with the relevant academic faculty and Recruitment Events team and to ensure that non-academic pre-admissions checks (DBS, health assessments) are completed as required
5. To liaise with partner institutions and those responsible for partnerships within the University to offer advice and guidance and ensure that all partner admissions are dealt with in line with best practice and the University Admissions Policy
6. To take responsibility for the course set-up, amends and removal via UCAS and other websites and keep all appropriate parties informed of such changes
7. To ensure accuracy and consistency within offer making by checking all decisions and offers processed for the relevant courses on a daily basis
8. To develop a thorough understanding of UK and overseas qualifications for entry to the University (undergraduate and postgraduate), and a working knowledge of issues around fraudulent applications, and to take responsibility for ensuring that all required checks are carried out as appropriate for the designated courses
9. To work closely with international recruitment staff and Visa Support team to ensure that all international applications are processed accurately and in a timely fashion and in line with University policy, UKVI guidelines and agreed criteria

- 10.To deal with queries from enquirers and applicants for designated courses and provide advice and guidance by email, over the telephone and face to face as appropriate
- 11.To develop a good understanding of international and English Language qualifications and admissions issues and to provide advice and guidance to colleagues throughout the university as appropriate
- 12.To make recommendations for the updating of processes and procedures as required and provide feedback to the Associate Director (Recruitment Operations) via the Team Leader
- 13.To provide advice and guidance to academic faculties, international recruitment staff and other university staff as appropriate on all aspects of the admissions process
- 14.To develop a thorough understanding of the SITS admissions system and to liaise with the SITS team on development and updates as required
- 15.To liaise effectively, and ensure familiarity, with relevant external bodies and their policies and procedures such as UCAS, SPA, NARIC, QAA and the UKVI
- 16.To provide administrative support, such as minute taking, for the Associate Director (Recruitment Operations) as appropriate
- 17.To play a key role in the management and activity of the Confirmation and Clearing period, and to assist the Associate Director (Recruitment Operations) in the organisation as required
- 18.To work closely with the whole of the Admissions Office to ensure a consistent, effective and customer focused service is offered to all enquirers and applicants and that all key information is provided at appropriate points
- 19.To assist with other activity managed within the University such as, but not limited to, HE and Careers Fairs, Open Days, face to face and telephone enquiries and campus tours activity, as required
- 20.To undertake staff development and training as deemed appropriate
- 21.As a university citizen supporting key student events throughout the year such as Open days, clearing, enrolment, and Graduation. (Essential for all roles)