Job Description

Position: Admissions Team Leader

School/Service: Marketing, Recruitment and Admissions

Reference: MRA-102/P

Grade: Grade 6

Status: Permanent

Hours: Full-Time (36.25 hours per week)

Reporting to: Admissions & Operations Manager or International Admissions Officer

Main Function of the Position:

The Admissions Team Leader will lead and oversee the delivery of an efficient, high-quality Admissions Service across all levels of study (undergraduate and postgraduate) for home, EU, and international applicants. The role will take responsibility for delegating work, setting processing targets, and monitoring the performance of Admissions Officers and Admissions Assistants, as well as assisting in operational planning, process development, and ensuring compliance with the University's Admissions Policy and external regulations (e.g., UCAS, QAA, UKVI, Enroly).

The postholder will contribute to the smooth running of the admissions process, ensuring applicants receive excellent customer service and that all processing targets, deadlines, and statutory requirements are met. They will act as the first point of escalation within the team, making complex admissions decisions and providing guidance and support to admissions officers and admissions assistants, particularly for complex or exceptional cases. They will also handle elements of UKVI compliance for international applicants, including issuing Confirmation of Acceptance for Studies (CAS).

Principal Duties and Responsibilities:

1. Lead and manage the day-to-day operations of the Admissions Team across UG and PG, home and international students, ensuring workloads are effectively delegated and monitored.

2. Act as an escalation point for admissions officers and admissions assistants, providing guidance, clarification, and solutions for complex or exceptional application cases.

3. Set processing targets, monitor performance, and provide feedback to team members to ensure service level agreements and operational objectives are achieved.

4. Help prioritise workloads and ensure processing deadlines are met, particularly during Clearing, Confirmation, and major application cycles.

5. Assist with monitoring progress against service level agreements (SLAs), operational targets, and internal KPIs, reporting issues or delays to the Manager.

6. Support the operation of Confirmation and Clearing, ensuring compliance with UCAS procedures and other relevant regulations.

7. Collaborate with academic departments, UCAS, UKVI, Enroly, and other stakeholders to implement standard operating procedures consistently and efficiently resolve operational issues.

8. Analyse complex admissions data to monitor operational performance and identify trends or areas for improvement.

9. Contribute to operational improvements, including reviewing workflows, identifying bottlenecks, and supporting process enhancements with data and systems teams.

10. Assess applications, make decisions in line with University policy, and communicate outcomes to applicants professionally and in a timely manner.

11. Take responsibility for making complex admissions decisions and act as the first point of escalation for Admissions Officers when cases fall outside standard processes.

12. Verify academic qualifications, institutions, and English language proficiency using internal and external reference sources (e.g., UKENIC).

13. Conduct compliance checks for international applicants, including UKVI student visa procedures, and issue CAS to eligible students.

14. Identify complex applications requiring escalation to the Manager or academic departments, ensuring fairness and compliance in decision-making.

15. Ensure all decisions are documented clearly and consistently, in line with internal procedures and audit requirements.

16. Write, review, and update standard operating procedures to reflect operational changes, regulatory updates, and best practice.

17. Respond to enquiries from prospective students, applicants, academic departments, and external stakeholders, providing accurate, consistent guidance on entry requirements, application processes, and timelines.

18. Develop and maintain strong relationships with internal and external stakeholders, including academic departments, UCAS, UKVI, and Enroly, to ensure effective communication and operational alignment.

19. Support the development and implementation of enquiry management systems, ensuring enquiries are tracked and responded to efficiently.

20. Provide guidance to admissions officers and admissions assistants, ensuring consistent interpretation of policies and procedures.

21. Represent the Admissions Team at University events, including open days, Clearing, and recruitment fairs, ensuring applicants and stakeholders receive professional support.

22. Maintain up-to-date knowledge of admissions policies, UCAS processes, QAA guidelines, UKVI requirements, and relevant University regulations.

23. Contribute to the review and development of admissions policies, operational procedures, and process documentation to enhance service quality and efficiency.

24. Ensure the integrity, accuracy, and confidentiality of all applicant data within SITS and other systems, supporting internal audits and compliance checks.

25. Provide detailed analysis and reporting on admissions performance, operational challenges, and trends to inform senior management decisions.

26. Assisting in University events including Clearing and open days as and when required.

27. Attend relevant meetings related to the admissions process including external conferences and training sessions. To include responsibility for own understanding of admissions issues within the sector.

28. Working flexibly as part of the team including some evening and weekend work at peak times.

29. Deputising for the Director where necessary in matters relating to admissions.

30. From time to time undertake other such duties as may be required by the Director of Marketing and UG Recruitment and Admissions.

31. Ensure and maintain integrity and confidentiality of data and associated data protection requirements In line with statutory and corporate requirements.

32. Ensure a safe working environment and abide by university health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.

33. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

This post may require work outside normal working hours during evenings and weekends. The University will ensure an appropriate working and non-working balance to recognise this working pattern.

Note: This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance

Person Specification

Position:	Admissions Team Leader	Reference:	MRA-102/P
School/Service:	Marketing, Recruitment and Admissions	**Priority**	

Criteria	Priority (1/2)	Method of Assessment
1 Qualifications		
1 a) GCSE in English and Mathematics – minimum grade C, or equivalent standard of education	Priority 1	Application Form/ Documentation
1 b) To have or be working towards a relevant degree, HNC/HND qualification or equivalent	Priority 1	Application Form/ Documentation
2 Skills / Knowledge		
2 a) Strong IT skills, including databases, spreadsheets, CRM systems, and SITS or equivalent student record systems.	Priority 1	Application Form/Interview/ Assessment
2 b) Experience in process improvement, developing standard operating procedures, and implementing operational workflows.	Priority 1	Application Form/Interview
2 c) Excellent verbal and written communication skills, able to present complex information clearly to colleagues, applicants, and	Priority 1	Application Form/Interview/ Assessment
2 d) Strong knowledge of UCAS, QAA, UKVI regulations, and NQF frameworks, across UG and PG levels.	Priority 1	Application Form/Interview
2 e) High numeracy and literacy standards; ability to analyse data and generate reports to support operational decision-making.	Priority 1	Application Form/Interview/ Assessment
2 f) Ability to prioritise and manage a varied workload, maintaining accuracy under tight deadlines and during peak periods.	Priority 1	Application Form/Interview/ Assessment
2 g) Understanding of customer service excellence principles and their application within an admissions context.	Priority 1	Application Form/Interview/ Assessment
2h) Knowledge of international admissions processes, including CAS issuance and UKVI student visa compliance.	Priority 1	Application Form/Interview/ Assessment
3 Experience		
3 a) Previous experience in admissions, student recruitment, or a related customer service environment within higher/further education.	Priority 1	Application Form/Interview
3 b) Experience providing guidance and support to colleagues, acting as an escalation point for complex or exceptional cases.	Priority 2	Application Form/Interview
3 c) Experience applying admissions regulations to make robust, fair, and compliant decisions.	Priority 1	Application Form/Interview
3 d) Experience handling complex computer systems, audit processes, and maintaining accurate data records.	Priority 1	Application Form/Interview
3 e) Experience contributing to process improvement initiatives, policy implementation, or operational planning.	Priority 2	Application Form/Interview
4 Personal Qualities		
4 a) Professional, approachable, and able to provide clear guidance and support to colleagues.	Priority 1	Interview
4 b) Able to handle confidential and sensitive information with discretion and integrity.	Priority 1	Interview
4 c) Strong problem-solving and analytical skills, able to escalate appropriately when needed.	Priority 1	Interview
4 d) Adaptable, flexible, and able to work effectively under pressure during peak periods.	Priority 1	Interview

4 e)	Team player who uses initiative appropriately and fosters collaboration.	Priority 1	Interview
4 f)	Sensitive to individual differences, with a commitment to equality, diversity, and inclusion.	Priority 1	Interview
4 g)	Resilient and reliable, with strong attention to detail.	Priority 1	Interview
5	**Other**		
5 a)	Willing to undertake staff development, which may take place outside the University	Priority 1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Freedom of Information Act and the Bribery Act	Priority 1	Interview
5 c)	Awareness of the requirements of Health & Safety within the work environment	Priority 1	Interview
5 d)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 e)	Available to work evenings and outside the normal academic year	Priority 1	Interview

Note:
1. **Priority 1** indicates **essential**/**vital** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current.
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required.