

UNIVERSITY OF SUSSEX

Job Description for the post of: Postgraduate Admissions Coordinator

Department	Student & Academic Services
Section / Unit / School	Admissions
Location	Sussex House, Admissions
Grade	4
Responsible to	Senior Admissions Coordinator
Responsible for	N/A

Purpose of the post:

To work as part of the centralised Postgraduate Admissions team and to assist in the smooth, professional and efficient running of the University's PGT and PGR admissions operation, principally by taking responsibility for the processing of applications for a group of departments. By using admissions templates agreed with those department at the start of the cycle, to make decisions on PGT applications received and, for those applicants receiving offers, to decide upon the appropriate conditions to set and to provide support for the PGR selection process (including the production of the formal offer letter).

Key Responsibilities:

- 1 To review all PGT applications for study for a group of departments and, in line with the relevant PGT admissions template, to reach decisions on those applications in a fair, equal, courteous and prompt way in line with University policy.;
- 2 For specific PGT programmes without templates and for all PGR applications, to undertake initial checks (including fee assessment) and add qualifications advice before passing applications to the relevant selector for a decision and to then process those decisions when reached.
- 3 For those applicants receiving offers, to set the appropriate conditions and produce the offer letter accurately and swiftly, incorporating information on the correct fee level, producing visa letters and other communication (such as ATAS certificates) as required.
- 4 To deal with telephone and email enquiries from applicants and maintain good communication with applicants throughout the admissions cycle.
- 5 To monitor the applications as the admissions cycle progresses,

undertaking careful checks on the information held, chasing up additional references, obtaining and matching qualification results as they are published and ensuring that records are maintained accurately.

- 6 To assist in regular mailings to applicants
- 7 To assist in the Registration process at the start of the new University year, chasing up expected students in order to maximise the number of registered students.
- 8 Other duties as assigned from time to time by the Senior Admissions Co-ordinator

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Date

Job Knowledge required for post:

1) considerable experience of processing PGT (as opposed to PGR) applications i.e. handling offer making, advising academics, reviewing applications is desirable.

2) as total PGT applications are dominated by overseas applicants (running at around 80% based on January 09 admissions stats), extensive experience of international applications would be an advantage.

3) longer term, there will be a move towards increased use of templates, therefore experience of reviewing applications and making decisions using departmental templates would be an advantage.

Skills & Aptitude required for post:

1) with regard to all of the above, experience of handling large volumes of applications would also be an asset.

GRADING OF NEW POST: SUPPLEMENTARY INFORMATION FORM

Other posts considered similar in terms of tasks/responsibility (if applicable):

Admissions Coordinator (in Undergraduate Admissions)

1. Communication

Please give details of the oral communication that is required of the post-holder, including frequency and level of complexity, and give examples:

The role holder would have daily communication by phone and in person with a range of people in relation to admission, from individual applicants and their advisers to academic selectors seeking advice on applications. The role holder would be dealing with a range of issues, both routine and complex, providing assistance and advice to internal and external callers. The role holder would need excellent communication skills to be able to explain sometimes quite complicated issues and procedures, but would always be supported to enable them to pass especially complex matters to the Senior Admissions Coordinators or the Postgraduate Admissions Officer. The role holder would, however, need to be able to deal with sensitive and confidential matters, and also potentially difficult and/or upset callers.

Please give details of the written communication that is required of the post-holder, including frequency and level of complexity, and give examples:

One of the role holder's main duties is to produce the formal offer letters issued to successful applicants. These are the University's binding offer with the applicant and are detailed letters outlining all aspects of the offer, including any conditions being set, information on fee status and details of the programme. The role holder will be required to pay very close attention to detail and to have excellent ability in written communication. Although some letters produced are standard, many (most?) require some degree of amendment and even templated letters require careful and thought through adjustment. The role holder will also, on a daily basis, be dealing with email correspondence with applicants and others; offering advice and support as part of the application process. The role holder is required to deal with communication promptly, accurately and in a manner that will maximise student conversion.

2. Teamwork and Motivation

Please give details of the team in which the role-holder works, and their level within it. Do they have supervisory or full line-management responsibilities? If so, how may people report to them, directly or indirectly?

There are planned to be 6.55FTE Admissions Coordinators working within

Postgraduate Admissions, along with a 0.55FTE Postgraduate Admissions Assistant, the Online Admissions Coordinator and the Online Admissions Assistant. These staff form two teams within Postgraduate Admissions, each team lead by a Senior Admissions Coordinator. The whole Postgraduate Admissions team (approx 11FTE) is managed by the Postgraduate Admissions Officer, who is line managed herself by the Head of the Admissions Office. The Admissions Office comprises the Postgraduate Admissions team and a similar sized Undergraduate Admissions team.

The Admissions Coordinators do not have supervisory roles, but are required to work together. The two teams within Postgraduate Admissions need to support one another and are cross-skilled to enable cover for one another throughout the year.

3. Liaison and Networking

Please give details of who the role-holder will be required to liaise with. Are they required to participate in and/or initiate or lead networks, either internally or externally?

The role holder will liaise internally with academic selectors and other colleagues within admissions. They would be expected to build and maintain good relationships with these individuals.

4. Service Delivery

Is the role-holder required to deliver a service? Is this service mainly reactive or proactive in nature? Please give details:

The role holder will be integral to the University's postgraduate admissions service and will be expected to provide a prompt, efficient and responsive service to both external customers (eg. applicants and their advisers) and internally (to academic selectors, Schools and departments). Whilst much of the work will be reactive, the role holder would also be expected to anticipate the needs of applicants. Although the role holder will be working within agreed procedures, they will also need to react to change and to consider ways to improve the service offered.

5. Decision Making Processes and Outcomes

Is the role-holder required to make independent, collaborative and/or advisory decisions in their role? If so please give examples and the level of impact of these decisions.

The role holder will work within agreed procedures and will be making decision in accordance with these. These procedures include both University-wide

guidelines and departmental admissions templates. Whilst most of the work undertaken is independent, the role holder will be involved in some collaborative decisions within the wider Postgraduate admissions team about changes to way applications are handled (eg. discussing and agreeing changes to the way information is recorded on the admissions system) and will be called upon to provide advice and guidance to academic selectors (eg on qualifications).

6. Planning and Organising Resources

Please give details of any planning or organising that is required in this role. Does the role-holder have responsibility for planning their own tasks, and/or those of others? Do they plan or manage specific projects, or engage in longer-term planning? Please give examples.

The role holder will plan, prioritise and organise their own work, but within clearly defined objectives. Sometimes work will be directly allocated by the Senior Admissions Coordinator or Postgraduate Admissions Officer, but on a day-to-day basis the Admissions Coordinator organises their own work in order to meet agreed service levels.

7. Initiative and Problem-Solving

Please give details of any problem-solving that the role-holder is required to undertake and the level of complexity. Please also give details of any initiative or creativity that the role-holder is required to undertake in their role.

The role holder will need to solve day-to-day problems for applicants and academic selectors, but will be supported with more complex problems by the Senior Admissions Coordinator and Postgraduate Admissions Officer. On a day to day basis, Admissions Coordinators will also need to use their initiative and weigh up the options in making practical decisions about the processing of applications (for example, in relation to qualifications information and in the setting of the conditions for offers). This will involve making decisions about what grades to ask and/or whether to require evidence of English language ability. Although these decisions will to some extent be defined by the departmental admissions templates, there is inevitably a good deal of initiative needed to establish exact requirements.

8. Analysis and Research (not necessarily academic analysis/research)

Is the role-holder required to analyse or interpret information or data? Are they required to investigate or research information? Please give examples:

The role holder will be required to review and check every application received. This will include making an assessment of the qualifications being offered, which inevitably involves investigating the nature of the qualifications taken. This

requires reference to internal sources of information (such as the postgraduate qualifications handbook) and to external sources (such as UK NARIC). It may also involve further communication with the applicant and additional research to gather information to enable an academic judgment to be taken by the relevant academic selector.

9. Sensory and Physical Demands

Is the role-holder required to carry out tasks requiring physical effort or a mastery of a range of sensory or physical techniques? If so, please give details:

No. The role holder will be based within an administrative office.

10. Work Environment

Please give details of the individual's work environment. Do they have any responsibility for the health and safety of others?

The role holder will be office-based in Sussex House. They do not have responsibility for health and safety.

11. Pastoral Care and Welfare

Is the role-holder required to deal with the welfare issues of others? Are they responsible for dealing with performance and disciplinary issues?

The role holder will be in contact with applicants throughout the admissions cycle and will inevitably have to deal with people in difficult and pressured situations. They are required to sometimes handle sensitive and confidential information and, in all their contact with applicants, parents and advisers, would be expected to show discretion, sensitivity and support.

12. Team Development

Is the role-holder responsible for helping to induct new starters, or provide training or instruction to other members of the team, or to identify training needs? Please give details.

The role holder would not have specific responsibility for inducting new starters, but because the Admissions Office is structured around a number of teams, more experienced staff would be expected to support and assist newer members. There may also be specific functions or particular occasions in the cycle when the role holder is asked by the Senior Admissions Coordinator to train another, newer member of the team. The role holder would also be expected to support the academic selectors for the departments they look after and, whilst any formal training would be provided to academics by the Head of Admissions or the

Postgraduate Admissions Officer, the role holder would provide additional support.

13. Teaching and Learning Support

Is the role-holder required to give simple explanations/demonstrations, or short one-off training sessions or lectures? Please give examples:

This would not generally be a requirement of the post, but as mentioned, the role holder would provide regular, day-to-day support for their academic selectors.

14. Knowledge and Experience

Please give details of any specialist or technical knowledge or academic/professional qualifications that are required of this role:

The role holder will need to have a detailed knowledge of the postgraduate admissions process, including the databases used. They would also need to have specialist training on the use of UK NARIC and qualifications assessment as well as an understanding of national fee classification rules.