



1 Advertisement

Post Title: Undergraduate Admissions Coordinator

Department: Admissions Office

Hours: Full-time hours considered up to 36.5 hours per week. Requests for [flexible working](#) options will be considered (subject to business need). The work of Admissions is student-facing and standard office opening hours are 9am to 5pm.

Contract: x 1 permanent contact and x 1 fixed term 2-year

Reference: 10374

Salary: starting at £24,144 and rising to £27,396 per annum, pro rata if part time

Placed on: 03 March 2023

Closing date: 16 March 2023. Applications must be received by midnight of this date.

Expected interview date: to be confirmed

Expected start date: to be confirmed

The University's central Admissions Office is looking for a helpful, friendly and efficient person to join our Undergraduate Admissions team, supporting the key process of dealing with the full-time undergraduate applications received via UCAS.

The post holder will:

- be responsible for undergraduate applications for a group of subjects;
- work closely with the academic admissions tutors to reach decisions;
- set conditions, issue offers and stay in touch with the applicant through the cycle;
- deal with telephone and email enquiries;
- support the Confirmation and Clearing process in the summer; and
- ensure an excellent student experience (from application to arrival)

This office-based, process-driven role requires someone with good administrative experience, ideally handling large volumes of work and with evidence of close attention to detail. You'll need good existing knowledge of UCAS, the undergraduate admissions process and familiarity with UK school leaving qualifications. You must have a strong record of excellent 'customer service' and enjoy working with people from across the globe. It would also be advantageous to have experience of assessing international qualifications and an understanding of fee classification regulations.

- *Please note that the pattern of work in Undergraduate Admissions means there is a holiday embargo for staff during August and some restrictions on leave in September.*

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2. The Division

The Admissions Office is part of the Communications, Marketing & Advancement Division within Professional services.

Within the division, the Admissions Office is responsible for processing Undergraduate, Postgraduate Taught and Postgraduate Research applications. The Office also has a small scholarships team (of two), who work closely with other Admissions staff to manage the promotion, selection and awarding of the University's central scholarship provision (worth over £3 million)

The Admissions Office comprises 33 staff. There are 16 staff in Undergraduate Admissions and 14 staff in Postgraduate Admissions, in addition to the 2 staff in the Scholarships Office. The Head of the Admissions Office oversees the work of Undergraduate and Postgraduate Taught Admissions and the Scholarships team.

3. Job Description

Job Description for the post of: **Undergraduate Admissions Coordinator**

Department:	Admissions Office
Division:	CMA
Location:	Sussex House
Grade:	4 (four)
Responsible to:	Undergraduate Admissions Manager
Responsible for:	N/A

Job Purpose:

To work as part of the centralised Undergraduate Admission team, assisting in the smooth, professional and efficient running of the University's undergraduate admissions operation, principally by taking responsibility for the processing of applications for a group of subjects.

Using admissions templates, you will take decisions on the applications received, including assessing international qualifications and making an initial assessment of fee status. For those applicants receiving offers, you will decide upon the appropriate conditions, communicating with the applicant throughout the cycle in order to maximise conversion and ensure an excellent applicant experience.

Main tasks:

- 1 To review all applications for undergraduate study for a group of subjects and, in line with the relevant admissions templates, to reach decisions on those applications in a fair, equal, courteous and prompt way in line with University policy.
- 2 For those applicants receiving offers, to set the appropriate conditions and produce the offer letter accurately and swiftly, containing all the relevant information including the correct fee status and fee amount.
- 3 To undertake peer review (as necessary) by cross-checking the accuracy of offers produced by other Admissions Coordinators prior to being issued.
- 4 To deal with telephone and email enquiries from applicants (and others) and maintain good communication with applicants throughout the cycle.
- 5 To monitor the applications as the admissions cycle progresses, undertaking careful checks on the information held, obtaining and matching qualification results as they

are published, and ensuring that records are maintained accurately.

- 6 To assist in the Confirmation & Clearing process as directed by the Undergraduate Admissions Officer. This will include working one day at the weekend in August (when the A-level results are received), working longer hours during the week of A-level publication and (as required) the Saturday following A level publication.
- 7 To support the visa application process for Overseas applicants as required, including ensuring that the relevant information is collected and accurately recorded on the admissions system.
- 8 To assist in the registration process at the start of the new University year (as required), including chasing up expected students in order to maximise the number of registered students.
- 9 Other duties as required by the Undergraduate Admissions Officer

Specific Duties:

1 Processing of applications against the admissions template

- 1.1 To be responsible for processing the full-time undergraduate applications received for a group of subjects and to become fully versed in the relevant departmental offer templates for those courses.
- 1.2 To discuss and agree procedural arrangements for that group of subjects with the relevant Admissions Tutor at the start of the admissions cycle.
- 1.3 To carefully review all applications received against the relevant admissions template, taking into account the qualifications presented, the personal statement, the academic reference and other contextual information, and to reach a decision on whether to offer, reject or, in the case of borderline cases, to redirect to the relevant Admissions Tutor for a decision.
- 1.4 To communicate with the applicant by telephone, email or post in order to obtain further information to enable a decision to be reached. This includes, using UK ECCTIS and the University's Qualifications Handbook to establish what qualifications are being taken and to assess their suitability for entry.
- 1.5 To follow up correspondence with applicants should they fail to respond and to take responsibility for any applications still awaiting a decision.
- 1.6 Where the template indicates to make an offer, to set the appropriate conditions.
- 1.7 Where the template indicates a rejection, to indicate this and pass the application for reject checking prior to transmission of the decision.
- 1.8 To pass borderline applications (along with relevant information and advice) to the relevant Admissions Tutor for a decision and to undertake any necessary follow up, including collecting additional information.
- 1.9 To advise the Admissions Tutors on matters of policy and procedure to support them in reaching a decision on borderline cases.
- 1.10 To abide by UCAS rules and University policy and to ensure all UCAS deadlines for decisions are adhered to.

2 Offer making

- 2.1 For all undergraduate applicants who are receiving an offer, to decide upon the appropriate conditions, taking into account contextual information, and to transmit this decision to UCAS.
- 2.2 To make an assessment of fee status for inclusion in the offer.
- 2.3 To produce the formal offer letter (which may take the form of an email), ensuring the information contained (such as fee status and tuition fees) is accurate, and to mail this along with any relevant departmental enclosures.
- 2.4 For international applicants who will require a visa, to undertake necessary checks to ensure the applicant will be compliant with UK Visa & Immigration regulations before processing the offer. This includes ensuring that ATAS certification is issued

where required.

- 2.5 For those whose first language is not English, to ensure the applicant has evidence of suitable ability in English (or to include this in the conditions of the offer).
- 2.6 To ensure all successful applicants are invited to visit the University, normally on an Applicant Visit Day, and to provide help at those visit events if required. This may involve working occasional Saturdays.

3 Peer review in the offer making process

- 3.1 As required, to submit offers and UCAS decisions for cross-checking prior to issuing to the applicant.
- 3.2 To assist in the checking of decisions produced by other Admissions Coordinators, taking responsibility for checking defined subjects.

4 Communication with applicants

- 4.1 To deal with telephone enquiries received on the main admissions telephone line (as required) and provide advice to applicants and potential applicants on a range of University matters, including the application process, entry requirements, housing, registration and general university life.
- 4.2 To deal with other enquirers, such as parents, teachers and agents.
- 4.3 To assist in dealing with any enquirers who arrive in person at the Admissions Office reception with undergraduate questions.
- 4.4 To take an appropriate share of email enquiries received in the general Undergraduate Admissions email accounts and to do so in a timely, friendly and helpful manner.
- 4.5 To maintain good communication with applicants from the point of offer onwards and to assist (as required) with mailings to applicants.
- 4.6 To promptly handle requests from applicants within the defined group of subjects who wish to make changes to their applications, including deferrals and changes of course.
- 4.7 To assist in answering questions from international applicants about the visa procedures and supporting them in obtaining the necessary documentation to make a successful visa application (see also 7 below).
- 4.8 To assist with communication with those students holding deferred places from the previous cycle while they are on their gap year.

5 Monitoring and checking applications

- 5.1 To undertake careful checks on data held on the Admissions system and to amend records and write for results (including English language) as needed.
- 5.2 To assist with the process of recording the highest qualification on entry for those being admitted to Sussex and ensuring the qualifications information held on these applicants is complete and accurate.
- 5.3 To ensure all qualifications used for admission are verified at the appropriate point and to chase up applicants where this verification is not complete.

6 Confirmation & Clearing

- 6.1 To assist in the Confirmation process, whereby results are checked and those meeting their conditions are confirmed, and to help with the sorting and processing of decisions for those who have missed their conditions.
- 6.2 To assist in the chasing and matching of results and checking these against the conditions of the offers.
- 6.3 To help with the Clearing process, dealing with the Clearing applications in a prompt, helpful and courteous manner in order to fill any remaining vacancies as quickly as possible with the best students.
- 6.4 To help cover the Confirmation & Clearing Call Centre (as required), assisting in the supervision of temporary call centre staff, answering telephone calls from applicants, and making Clearing offers (as appropriate).
- 6.5 To work at least one day in the weekend that A level results are received and

extended hours during the main Confirmation and Clearing week, including potentially the weekend after A level results are published.

7 Supporting the visa application

- 7.1 To ensure that, for all international applicants, we know whether they require a visa in order to study in the UK and to be familiar with the admissions compliance elements of the UK Visa and Immigration process.
- 7.2 To ensure all the necessary information is collected and recorded for applicants requiring a visa to support the accurate and prompt production of the Confirmation of Acceptance for Study (CAS) required by the applicant.
- 7.3 To assist in the production of the CAS as required.
- 7.4 To be fully aware of the visa compliance requirements within the registration process in order to assist in that process.

8 Registration and arrival

- 8.1 To assist with the registration of new students as required
- 8.2 To help in staffing the Admissions Office reception during the registration period in order to answer any queries from new undergraduate students.
- 8.3 To help with the visa arrangements, assisting both with the provision of information to enable the applicant to obtain a visa and in 'chasing' no shows during registration.

9 Other duties as assigned

- 9.1 During the year other duties may be assigned to help with the smooth running of the admissions process and the office in general. These might include both general office duties (such as scanning and data processing, opening post, staffing reception) and more ad hoc jobs (such as preparing lists of students for a particular department).

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.

4. Person Specification

Skills and Abilities	Essential	Desirable
Ability to work accurately under pressure and with close attention to detail	✓	
Good word processing skills and computer literacy	✓	
Excellent oral and written communication skills	✓	

Qualifications	Essential	Desirable
GCSE (or equivalent) English and Maths	✓	

Knowledge	Essential	Desirable
Knowledge of UCAS and undergraduate admissions	✓	
Knowledge of UK school leaving qualifications	✓	
Knowledge of International school leaving qualifications		✓

and understanding of UK ECCTIS		
Knowledge of fee status assessment regulations		✓
Knowledge of visa regulations and processes		✓
Familiarity with data protection and GDPR	✓	
Familiarity with the Tribal Marketing and Admissions System (MAS)		✓

Experience	Essential	Desirable
Experience of office-based, administrative work	✓	
Proven track record of organising and prioritising a large volume of work and working to deadlines	✓	
Excellent customer service, including both email and telephone work	✓	
Experience of working in Higher Education		✓

Personal attributes	Essential	Desirable
Evidence of excellent 'people skills', including in dealing with people from across the globe	✓	
Willingness to work within a team in a co-operative and helpful manner	✓	
A commitment to fairness, equality of opportunity and to ensuring a good student experience	✓	
Ability to work full time during August (when there is a holiday embargo within Undergraduate Admissions), including the weekend when A level results are downloaded	✓	