With growing applications, the University’s central Admissions Office is expanding and we are looking for a helpful and friendly person to join our Postgraduate Taught team, helping in the key process of dealing with applications for masters-level study at the University.

The post holder will have responsibility for handling the applications to taught postgraduate courses for a group of subjects, working closely with academic selectors to reach decisions on the applications and processing offers in an accurate and timely manner. The post holder will also be responsible for keeping in touch with the applicant throughout the admissions cycle; as well as dealing with telephone and email enquiries from applicants and others. The post holder will also provide general administrative support for the Head of the Admissions Office.

This office-based, process-driven role requires someone with very good experience of administrative work, ideally handling large volumes of enquiries and with evidence of close attention to detail. You should have a strong record of excellent ‘customer service’ and enjoy working with people from across the globe. Ideally you will have experience of higher education and some existing knowledge of postgraduate admissions. It would also be an advantage to have experience of assessing UK, EU and international qualifications and an understanding of fee classification regulations.

Please note that the pattern of work in Postgraduate Admissions means there are some holiday restrictions during the summer prior to the start of the academic year.

It is normal to appoint at the first point of the salary scale.

For full details and how to apply see www.sussex.ac.uk/jobs

The University of Sussex is committed to equality of opportunity
2. **Senior leadership and management**

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the three Pro-Vice-Chancellors, the Registrar and Secretary, the Director of Finance and the Director of Human Resources. The Heads of the Academic Schools at Sussex report to the Pro-Vice-Chancellors.

The Registrar and Secretary heads the Professional Services of the University. In addition, under the University Statutes, the Registrar and Secretary is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor. The Director of ITS reports to the Registrar and Secretary, and the Librarian reports to one of the Pro-Vice-Chancellors.

3. **Professional Services/Academic Registry/Admissions**

The Professional Services comprise approximately 750 staff divided into eleven main divisions. The budget is approximately £12m a year.

Reporting to the Registrar and Secretary, the Professional Services are organised as follows:

- Academic Registry
- Communications and External Affairs
- Development and Alumni Relations
- Health, Safety and Environment
- Human Resources
- Planning, Governance and Compliance
- Research and Enterprise
- Residential and Campus Services
- Student Recruitment and Marketing
- Student Services

The University's professional services also include the Finance Division, with the Director of Finance reporting to the Vice-Chancellor.

The professional services support within each of the eleven academic Schools of Studies is headed by a School Administrator who reports to their Head of School.

**Academic Registry**

The **Academic Registry** division within Professional Services is headed by the Academic Registrar, Sharon Jones and comprises:

- Academic Development and Quality Enhancement Office
- Admissions Office
- Research Student Administration Office
- Student Records and Systems Office
- Technology Enhanced Learning Office

The division also manages the University's links with many external bodies such as UCAS, Local Education Authorities, Student Loan Company, Higher Education Statistics Agency and Teaching Agency, the Quality Assurance Agency (QAA) and professional and statutory bodies (PSBs) and the UK Visa and Immigration Office (UKVI).
Our divisional ethos is to deliver services in an efficient, helpful and accessible way and to seek constructive feedback on our performance. All members of the Academic Registry have the opportunity, and are positively encouraged, to help shape and improve how we work.

**Admissions Office**

This post is based within the **Admissions Office**, which handles all undergraduate and most taught postgraduate applications to study at the University (with the exception of teacher training).

The Office is split into Undergraduate Admissions and Postgraduate Taught Admissions, each headed up by an Admissions Officer. Within Postgraduate Admissions, the Admissions Officer role is shared between two people and supported by the International Admissions Office (Postgraduate). There are then 4 Senior Admissions Coordinators and 9 Admissions Coordinators (including this vacancy).

The Head of the Admissions Office oversees the work of both the Undergraduate and Postgraduate Taught sections, with 36 staff in the entire Admissions Office.

### 4. Job Description for Postgraduate Admissions Coordinator

**Department** Admissions Office  
**Section** Academic Registry  
**Location** Sussex House  
**Grade** 4  
**Responsible to** Senior Postgraduate Admissions Coordinator  
**Responsible for** N/A

#### Purpose of the post

To work as part of the centralised Postgraduate Admission team, assisting with the smooth, professional and efficient running of the University’s taught postgraduate admissions operation, principally by taking responsibility for the processing of applications for a group of subjects. By using admissions templates, to make decisions on the applications received for taught postgraduate courses and, for those applicants receiving offers, to decide upon the appropriate conditions and issue the offer letter (dealing with relevant follow up correspondence as required). The role holder will also assist with telephone and in-person enquiries, and with the on-going communication with applicants as the admissions cycle progresses (including visa arrangements and the collection and verification of qualifications).

#### Key Responsibilities

1. To review all applications for taught postgraduate 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 specific postgraduate taught courses without templates, 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 that decision.
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 level.

To cross-check the accuracy of offer letters produced by other Postgraduate Admissions Coordinators prior to the offers being issued.

To deal with telephone and email enquiries from applicants (and others) and maintain good communication with applicants throughout the admissions cycle.

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.

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.

To assist in the Registration process at the start of the new University year, including chasing up expected students in order to maximise the number of registered students.

To provide administrative support for the Head of Admissions, including managing his diary and organising meetings, and to provide general support for Office-wide matters.

Specific Duties

1. **Processing of template postgraduate taught applications**
   1.1 To be responsible for processing the postgraduate taught applications received for a group of subjects and to become fully versed in the relevant offer templates for those courses.
   1.2 To discuss and agree with the relevant academic selectors the procedural arrangements for the admissions template for a group of subjects 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 statement on academic interests, the academic reference and other evidence available, and to reach a decision on whether to offer, reject or, in the case of borderline cases, to redirect to the relevant academic selector 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 NARIC 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 a rejection, to indicate this and pass the application for reject checking prior to transmission of the decision.
   1.7 To pass borderline applications (along with relevant information and advice) to the relevant academic selector for a decision and to undertake any necessary follow up, including collecting additional references or further information.
   1.8 To advise the academic selectors on matters of policy and procedure to assist them in reaching a decision on borderline cases.
2 Processing of postgraduate taught applications without a template
2.1 For those taught courses without a selection template, to undertake the initial checks on the application, adding qualifications advice and initial fee assessment before forwarding the application to the relevant academic selector for a decision.
2.2 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 collecting information requested by the academic selector.
2.3 To follow up correspondence with applicants should they fail to respond and to take responsibility for any applications still awaiting a decision.
2.4 To advise the academic selectors on matters of policy and procedure to assist them in reaching a decision.
2.5 To monitor applications sent to the selector to ensure the prompt processing of decisions once taken and to chase up decisions where they are delayed.

3 Producing offer letters
3.1 For all postgraduate taught applicants who are receiving an offer, to produce the formal offer letter, including setting the appropriate academic and English language conditions (as necessary).
3.2 To make an assessment of fee status for inclusion in the offer letter and to ensure the correct fee level is notified to the applicant.
3.3 For international applicants who will require a visa, to undertake necessary checks to ensure the applicant will be compliant with UK Visa & Immigration Tier 4 regulations before processing the offer. This includes ensuring that ATAS certification is issued where required.

4 Offer letter checking
4.1 To submit offer letters for cross-checking prior to issuing to the applicant.
4.2 To assist in the checking of offer letters produced by other Postgraduate Admissions Coordinators, taking responsibility for checking a group of subjects.

5 Communication with applicants
5.1 To deal with telephone enquiries received on the main admissions telephone line on a rota basis and provide advice to applicants and potential applicants on a range of University matters, including the application process, entry requirements, degree courses, housing, finance, registration and general university life.
5.2 To deal with other enquirers, such as parents and agents.
5.3 To assist in dealing with any enquirers who arrive in person at the Admissions Office reception with postgraduate questions.
5.4 To assist on a rota basis in answering email enquiries received in the Postgraduate Admissions email account and to do so in a timely, friendly and helpful manner.
5.5 To maintain good communication with applicants from the point of offer onwards and to assist with mailings to applicants (as required).
5.6 To handle requests from applicants within the defined group of subjects who wish to make changes to their applications, including deferrals and changes of course.
5.7 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).

6 Monitoring and checking applications
6.1 To undertake careful checks on the data held on the Admissions system and to amend records and write for results (including English language) as appropriate.
6.2 To check qualifications against conditions as these arrive, confirming those who have met their offers and ensuring decisions are reached on those who have missed the conditions.
6.3 To ensure all qualifications used for admission are verified at the appropriate point and to chase up applicants where this verification is not complete.
6.4 To assist (as necessary) with checking details of ‘holdover’ applicants who deferred from the previous year.

7 Supporting the visa application
7.1 To ensure that, for all international applicants, we know whether they require a Tier 4 Student visa 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 Tier 4 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 Tier 4 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 desk during the registration period in order to answer any queries from new postgraduate 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 To provide general administrative support for the Head of Admissions
9.1 To manage the diary for the Head of Admissions, including organising meetings
9.2 To handle phone-calls for the Head of Admissions in his absence.
9.3 To provide general administrative support for Office wide activities, such as organising rooms for Office-wide training.

10 Other duties as assigned by the Senior Postgraduate Admissions Coordinator
10.1 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.

5. Person Specification

<table>
<thead>
<tr>
<th>SKILLS / ABILITIES</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Ability to work accurately under pressure and with close attention to detail</td>
<td>✓</td>
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<tr>
<td>Good word processing skills, computer literacy, familiarity with email systems and use of databases</td>
<td>✓</td>
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<tr>
<td>Excellent oral and written communication skills</td>
<td>✓</td>
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</tbody>
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<tr>
<th>KNOWLEDGE</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
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<tbody>
<tr>
<td>Knowledge of UK Higher Education and some existing understanding of postgraduate admissions</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Familiarity with the Data Protection Act</td>
<td>✓</td>
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</tbody>
</table>
Knowledge of UK, EU and international qualifications relevant to postgraduate admissions and understanding of UK NARIC | ✓
Knowledge of fee status assessment regulations | ✓
Knowledge of the Tier 4 General Student visa process | ✓

**EXPERIENCE**

<table>
<thead>
<tr>
<th>Experience of office-based, administrative work</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Experience of organising and prioritising a large volume of work and working to deadlines</td>
<td>✓</td>
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<tr>
<td>Excellent ‘customer service’ experience, including both email and telephone work</td>
<td>✓</td>
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<tr>
<td>Experience of working in Higher Education</td>
<td>✓</td>
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**QUALIFICATIONS**

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<thead>
<tr>
<th>GCSE (or equivalent) English and Maths, grade A* to C</th>
<th>Essential</th>
<th>Desirable</th>
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**PERSONAL ATTRIBUTES AND CIRCUMSTANCES**

| Excellent customer service and ‘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 and equality of opportunity | ✓         |           |