1 Advertisement

**Post Title:** Senior Postgraduate Admissions Coordinator  
**School/department:** Admissions Office (Communications, Marketing and Advancement division)  
**Hours:** Full time hours considered up to a maximum of 36.5 hours. 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:** Permanent  
**Reference:** 9064  
**Salary:** starting at £27,131 to £31,411 per annum, pro rata if part time  
**Placed on:** 05 September 2022  
**Closing date:** 21 September 2022. Applications must be received by midnight of the closing date.  
**Expected Interview date:** tbc  
**Expected start date:** tbc

The University’s central Admissions Office is looking for a helpful, friendly and efficient person to join our Postgraduate Admissions team, supporting the key process of dealing with taught postgraduate and postgraduate research degree applications.

- The post holder will help manage the day-to-day taught postgraduate admissions process, working alongside the other three Senior Postgraduate Admissions Coordinators to ensure the fast, efficient, and fair selection of applicants.
- You will be involved in making and checking decisions and providing advice and guidance for the core team of Admissions Coordinators, as well as Academic Selectors.
- You will take the lead on specific functions within the admissions cycle and will need to help manage and motivate staff to ensure the best experience for applicants (from application to arrival).
- The successful applicant will be highly organised and able to demonstrate leadership skills and the ability to multi-task.
- You will need to be patient, friendly, welcoming and possess excellent communication skills, be computer literate and be able to demonstrate close attention to detail.
- You will need to have office-based, administrative experience, ideally within higher education, and excellent existing experience of postgraduate admissions.
- You will also need a good understanding of UK, other EU and international qualifications, and knowledge of UK Visas and Immigration (UKVI) and Student visa processes.
- You should have a strong record of excellent ‘customer service’ and enjoy working with people from across the globe.
• It would be helpful if you had some knowledge of fee status classification.

Please contact Sarah Longstaff S.Longstaff@sussex.ac.uk for informal enquiries.

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 School / Division

Please find further information regarding the school/division at: https://www.sussex.ac.uk/about/who/professional-services/

The Communications, Marketing and Advancement division within Professional Services is responsible for:

• Undergraduate recruitment
• Widening participation
• Postgraduate recruitment
• Admissions to undergraduate, taught postgraduate courses and postgraduate research degrees
• External Relations
• International student recruitment and global engagement

Admissions Office

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

The Office is split into Undergraduate Admissions and Postgraduate Admissions, each headed up by an Admissions Officer and supported by a Deputy Admissions Officer and, within Undergraduate, a separate International Admissions Officer.

Postgraduate Admissions consists of 14 staff, including the advertised post. The Postgraduate Admissions Officers are supported by the Deputy Postgraduate Admissions Officer. There are then 4 Senior Admissions Coordinators (including this post), 6 Admissions Coordinators and an Admissions Assistant.

The Head of the Admissions Office oversees the work of both Undergraduate and Postgraduate Admissions and there is a separate Scholarships Office (with two staff) co-located with Admissions.
3. Job Description

Job Description for the post of: **Senior Postgraduate Admissions Coordinator**

**Department:** Admissions Office  
**Section/Unit/School:** Communications, Marketing and Advancement  
**Location:** Sussex House  
**Grade:** 5  
**Responsible to:** Deputy Postgraduate Admissions Officer  
**Responsible for:** Postgraduate Admissions Coordinators

**Purpose of the post**

To work as part of the Admissions Office and to assist in the smooth, professional and efficient running of the University’s postgraduate taught and postgraduate research admissions operation (excluding Initial Teacher Training), principally by managing the day-to-day admissions operation and supporting the processing of applications received.

**Main tasks**

1. To help manage the core postgraduate admissions team and, with the Postgraduate Admissions Officers and their Deputy, to ensure the swift, smooth, professional and efficient processing of applications. This includes processing applications in line with departmental admissions templates and checking of decisions made.
2. To support the Postgraduate Admissions Officers and their Deputy in running and developing the University’s postgraduate admissions processes and system.
3. With the other Senior Postgraduate Admissions Coordinators, to provide support and advice on qualifications (UK, rest of EU and international) for the admissions team.
4. With the other Senior Postgraduate Admissions Coordinators, to ensure international applicants are fully supported in their Student visa applications and provided with their Confirmation of Acceptance for Studies (CAS) in a timely manner.
5. To support the Deputy Postgraduate Admissions Officer with the processes for admitting Pre-masters students from the University's International Study Centre (ISC).
6. To support the Deputy Postgraduate Admissions Officer with the processes for admitting postgraduate research students to Sussex.
7. With the other Senior Postgraduate Admissions Coordinators, to ensure the accurate fee assessment of all taught postgraduate and postgraduate research applicants.
8. To ensure good communication throughout the cycle with applicants, whether by email, telephone, post or in person.
9. With the other Senior Postgraduate Admissions Coordinators, to coordinate and assist with arrangements for contacting ‘holdover’ applicants.
10. To monitor applications as the admissions cycle progresses, ensuring that all necessary checks are carried out, obtaining qualification results as they are issued, and ensuring that records are maintained accurately.
11. To assist in the registration process of new postgraduate students.
12. To assist at Postgraduate Open Days and other recruitment activities (possibly at
weekends) and other duties as assigned by the Postgraduate Admissions Officers and Deputy.

**Detailed duties**

1. **Managing the core Postgraduate Admissions team**
   1.1 With the Postgraduate Admissions Officers and their Deputy, to manage the staff within the team, including undertaking appraisals of a small number of Postgraduate Admissions Coordinators, and, with the other Senior Postgraduate Admissions Coordinators, ensuring adequate cover is maintained within the Postgraduate Admissions section at all times.
   1.2 As necessary, monitoring flexi-time sheets, undertaking sickness returns, reporting absence for the Sickness & Absence return, and overseeing holiday requests.
   1.3 To monitor application data on a regular basis to ensure that the team are processing all applications swiftly, efficiently, fairly and in line with University policy and procedure, and to take necessary steps should processing fall behind.
   1.4 To undertake full assessment of applications for a group of defined subjects against the relevant departmental admissions template, taking into account the qualifications presented, the personal statement, the academic reference and any contextual information and to reach a decision on whether to offer, reject or, in the case of borderline cases, to refer to the Academic Selector for a decision.
   1.5 To support and advise members of the admissions team on selection decisions, including checking the more complex offers made within the team to ensure they are in line with the relevant departmental admissions template (both in terms of the decision to offer and the conditions set).
   1.6 To advise the Academic Selectors on matters of policy and procedure to assist them in reaching a decision on borderline cases.

2. **Running and development of the postgraduate admissions processes and system**
   2.1 To develop a good understanding of the workings of the University’s postgraduate admissions system in order to assist the Postgraduate Admissions Officers and their Deputy, who have overall responsibility for the maintenance and development of the system.
   2.2 Working with the Postgraduate Admissions Officers, Deputy and other Senior Postgraduate Admissions Coordinators to assist in the developments of the postgraduate admissions processes and system.

3. **Qualifications advice**
   3.1 To support the Postgraduate Admissions Coordinators and Academic Selectors with advice on more complex qualifications not included within the *Postgraduate Qualifications Handbook*, including advice on offer making phraseology to ensure a consistent approach.
   3.2 Working with the other Senior Postgraduate Admissions Coordinators, to update and expand the *Postgraduate Qualifications Handbook* as new international qualifications are identified or new information comes to light.
   3.3 Working with the Deputy Postgraduate Admissions Officer, to provide similar updates for the *Handbook* and briefings for the team on changes to qualifications.

4. **Supporting the visa application process**
   4.1 Working with the Postgraduate Admissions Officers, Deputy and the other Senior Postgraduate Admissions Coordinators, to ensure that all international applicants who have indicated they require a Student Visa, receive advice and support on the visa application process.
   4.2 To ensure all those requiring a Student Visa are issued with a Confirmation of
Acceptance for Studies (CAS) in a timely manner once holding an unconditional offer at Sussex, including issuing combined CASs with the Sussex Centre for Language Studies.

4.3 As necessary, to assist in the checking process for ensuring that those issued with a CAS, which they subsequently use, have arrived and are registered at the University.

4.4 To ensure Academic Technology Approval Scheme (ATAS) information is provided to those who require ATAS clearance.

5 **Supporting the International Study Centre (ISC) processes**

5.1 To assist the Deputy Postgraduate Admissions Officer with the processes for enabling International Study Centre (ISC) Pre-masters students to progress to the University.

5.2 To assist in the visits to talk to the ISC students about how to apply and to help coordinate the production of offers letters and, later, confirmation emails.

5.3 To support the visa application process for ISC students when results are published and to coordinate the production of the Confirmation of Acceptance for Study (CAS).

6 **Supporting the admission of Postgraduate Research students**

6.1 To assist the Deputy Postgraduate Admissions Officer with the admissions arrangements for students applying to postgraduate research degrees.

6.2 To act as the primary liaison between the Admissions office and academic Schools.

7 **Fee assessments**

7.1 To ensure Admissions Coordinators within the team are undertaking initial fee assessment correctly and consistently.

7.2 Where applications are placed within the fee status pending category, and working with the other Senior Postgraduate Admissions Coordinators, to make an assessment of the fee status once the ‘Fee Status Questionnaire’ has been completed and returned.

8 **Communication with applicants**

8.1 With the other Senior Postgraduate Admissions Coordinators, to ensure adequate cover for the postgraduate admissions email account and mainline phone and to take a share in responding to enquiries 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.

8.2 In addition to applicants and potential applicants, to deal with enquiries from other individuals or organisations, such as agents and sponsoring bodies.

8.3 To assist in dealing with any in-person enquirers at the Admissions Office reception with postgraduate questions.

8.4 With the other Senior Postgraduate Admissions Coordinators, to ensure the Office maintains good communication with applicants from the point of offer onwards.

9 **Holdover applicants**

9.1 To coordinate arrangements for contacting ‘holdover’ applicants with deferred places from the previous cycle, checking their intentions and supporting those who need to make visa applications.

10 **Confirming results**

10.1 To assist in the accurate and swift processing of results from applicants, checking and confirming those meeting their conditions and referring applicants who miss their conditions, with advice, to Academic Selectors for a decision.

11 **Registration**
11.1 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.

12 Other duties as assigned by the Postgraduate Admissions Officer and Deputy

12.1 To assist at Postgraduate Open Days and provide cover for other recruitment activities where the Admissions Office is required to have a presence (e.g., Postgraduate drop-in sessions), including possible weekend working.

12.2 During the year other duties may be assigned to help with the smooth running of the postgraduate admissions process and the Office in general. These might include both general office duties (such as filing, opening the post, staffing reception) and more ad hoc jobs (for example, 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 / ABILITIES

<table>
<thead>
<tr>
<th>Ability to work accurately under pressure and with close attention to detail</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to multi-task and manage not only your own workload, but be aware of the work of others</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Excellent word processing skills, computer literacy, familiarity with email systems and use of databases</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Excellent oral and written communication skills</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
</table>

KNOWLEDGE

<table>
<thead>
<tr>
<th>Thorough knowledge of all aspects of postgraduate taught and postgraduate research degree admissions</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detailed knowledge of UK, other EU and international qualifications relevant to postgraduate admissions and understanding of UK ENIC</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Familiarity with both General Data Protection Regulations and Competition and Markets Authority regulations</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Knowledge of the Student Visa process</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Knowledge of fee status assessment regulations</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
</table>

EXPERIENCE

<table>
<thead>
<tr>
<th>Experience of office-based, administrative work</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evidence of the ability to consider problems and devise solutions both independently and as part of a team</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Excellent ‘customer service’ experience</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Experience of organising and prioritising a large volume of work and working to deadlines</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
</table>
Experience of line managing staff | ✓
Experience of Higher Education | ✓

<table>
<thead>
<tr>
<th>QUALIFICATIONS</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>GCSE (or equivalent) English and Maths</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PERSONAL ATTRIBUTES AND CIRCUMSTANCES</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent customer service and ‘people skills’, including dealing with people from across the globe</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Ability to lead a small team, ensuring efficiency and motivating colleagues</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Friendly, open, supportive and helpful in order to lead a small team (even under periods of pressure)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>A responsible and flexible attitude</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>A commitment to equality of opportunity</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

5 August 2022