1 Advertisement

Post Title: Postgraduate Admissions Coordinator x 3
School/department: Admissions Office (Student Recruitment, Admissions and International Development).

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 the Admissions team is applicant-facing and office opening hours are 9am to 5pm.

Contract: Fixed term (2 years)
Reference: 9617
Salary: starting at £23,144 to £26,396 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: to be confirmed
Expected start date: to be confirmed

The University's central Admissions Office is looking for a helpful and friendly individual to join our Postgraduate Taught Admissions team supporting the key process of dealing with applications for masters-level study at Sussex.

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
- keeping in touch with applicants throughout the admissions cycle; as well as dealing with telephone, email and in-person enquiries.

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
- a strong record of excellent ‘customer service’ who enjoys working with people from across the globe.

Ideally you will have experience of:

- higher education and some existing knowledge of postgraduate admissions
- assessing UK, EU and international qualifications
- 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.

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, 6 Admissions Coordinators (including this post) 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: **Postgraduate Admissions Coordinator**

**Department:** Admissions Office

**Section/Unit/School:** Communications, Marketing and Advancement

**Location:** Sussex House

**Grade:** Communications, Marketing and Advancement

**Responsible to:** Senior Postgraduate Admissions Coordinator

**Responsible for:** N/A

Working as part of the centralised Postgraduate Admission team, you will assist with the smooth, professional and efficient running of the University’s postgraduate taught and postgraduate research admissions operation, principally by taking responsibility for processing applications for a group of subjects, setting conditions as appropriate and issuing offer letters. You will also assist with telephone, email and in-person enquiries, and with the on-going communication with applicants and academic Schools as the admissions cycle progresses through to registration.

**Key duties and responsibilities:**

1. **To review all applications for postgraduate taught and postgraduate research 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.**

3. **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.**

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

5. **To deal with telephone, email and in-person enquiries from applicants (and others) and maintain good communication with applicants throughout the cycle.**

6. **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.**

7. **To support the visa application process for international 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, including chasing up expected students in order to maximise the number of registered students.**
Specific Duties

1. **Processing of template postgraduate taught applications**

1.1 To be responsible for processing the postgraduate taught and postgraduate research 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 ENIC and the University’s Postgraduate 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 check whether an alternative course can be offered 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 information.

1.8 To advise the academic selectors on matters of policy and procedure to support 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 support them in reaching a decision and to make sure their decisions are in line with institutional policy.
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 and postgraduate research 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 Student visa regulations before processing the offer. This includes ensuring that Academic Technology Approval Scheme (ATAS) certification is issued where required.

4. Offer checking

4.1 Where required, to submit offers for cross-checking prior to issuing to the applicant.

4.2 To assist in the checking of offers produced by other Postgraduate Admissions Coordinators, taking responsibility for checking defined subjects.

5. Communication with applicants

5.1 To answer email and telephone enquiries, providing advice to applicants and potential applicants, agents or parents on a range of University matters, including the application process, entry requirements, housing, registration and general University life.

5.2 To assist in dealing with any enquirers who arrive in person at the Admissions Office with postgraduate questions.

5.3 To maintain good communication with applicants from the point of offer onwards and to assist with mailings to applicants (as required).

5.4 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.

5.5 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 data held on the Admissions system and to amend records and write for results (including English language) as needed.
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 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 Student 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 Student 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 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. **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 Open Days and webinars) and more ad hoc jobs (such as preparing lists of students for a particular Department).

The job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.
4. **Person Specification**

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<tr>
<th>Skills and 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>YES</td>
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<td>Good word processing skills, computer literacy, familiarity with email systems and databases</td>
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<td>Excellent oral and written communication skills</td>
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<tr>
<th>Qualifications</th>
<th>Essential</th>
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<tbody>
<tr>
<td>GCSE (or equivalent) English and Maths, grade A* to C</td>
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<tr>
<th>Knowledge</th>
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<tbody>
<tr>
<td>Knowledge of UK Higher Education and existing understanding of postgraduate admissions</td>
<td>YES</td>
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<tr>
<td>Knowledge of UK, EU and international qualifications relevant to postgraduate admissions and understanding of UK ENIC</td>
<td>YES</td>
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<td>Knowledge of fee status assessment regulations</td>
<td>YES</td>
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<td>Knowledge of Student visa regulations and processes</td>
<td>YES</td>
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<td>Familiarity with the General Data Protection Regulations</td>
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<tr>
<th>Experience</th>
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<td>Experience of office-based, administrative work</td>
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<td>Experience of organising and prioritising a large volume of work and working to deadlines</td>
<td>YES</td>
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<tr>
<td>Excellent ‘customer service’ experience, including both email and telephone work</td>
<td>YES</td>
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<td>Experience of working in Higher Education</td>
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<tr>
<th>Personal attributes</th>
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<tr>
<td>Excellent customer service and ‘people skills’, including in dealing with people from across the globe</td>
<td>YES</td>
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<td>Willingness to work within a team in a co-operative and helpful manner</td>
<td>YES</td>
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<td>A commitment to fairness and equality of opportunity</td>
<td>YES</td>
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