

RECRUITMENT PACK

This document includes the following information:

- Job Description
 - Person Specification
 - Additional information
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Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- We recommend that you take a copy of this recruitment pack to help with your preparation.

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation [DisabledGo](#) who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206 873461/873521/874588) for help.

Closing Date: 3 June 2018

Interviews are planned for: 14 June 2018



JOB DESCRIPTION – Job ref REQ01302

Job Title and Grade:	Admissions Manager (Priority Agent Services) Grade 8
Contract:	Permanent, Full-time
Hours:	A notional minimum of 36 hours per week
Salary:	£32,548 - £38,832 per annum
Department/Section:	Communications & External Relations (CER)
Responsible to:	Director of Communications & External Relations
Reports on a day to day basis to:	Head of Graduate Admissions
Responsible for:	Senior International Admissions Advisers
Purpose of job:	<p>The Admissions Manager (Priority Agent Services) will play a key role in ensuring the effective development, implementation and co-ordination of a new Priority Agent Service within Admissions. The Priority Agent service will deliver an enhanced application experience working with specific recruitment agents both in the EU and overseas.</p> <p>The post will be primarily based in Postgraduate Admissions; however they will work within both Undergraduate and Postgraduate Admissions with periods of time spent in both offices. They will also work closely with colleagues in Marketing and Student Recruitment and our Regional International Offices.</p> <p>They will work closely with other Admissions Managers in order to provide an efficient and effective Undergraduate and Postgraduate Admissions operation.</p>

Duties of the Post:

The post will be responsible for the admissions aspects of the new Priority Agent Service (PAS), working collaboratively with colleagues in the wider Communications and External Relations section. Broader duties of the post include higher level compliance responsibilities within admissions.

The main duties of the post will include:

Agent Services

- To have overall responsibility for developing, maintaining and monitoring the admissions aspect of a Priority Agent Service (PAS) in conjunction with colleagues in Marketing and Student Recruitment;
 - To develop processes and procedures to ensure the efficient and effective operation of the admissions aspect of the Priority Agent Service. Processes and procedures will be developed to enhance the applicant and agent experience, for example to improve response times to applicants and agents.
 - To work alongside colleagues in Regional International Offices, Marketing and Student Recruitment, Admissions and wider CER to ensure effective communication of the service both internally and externally.

- To ensure that applications are processed and Confirmation of Acceptance for studies (CAS) are issued within the agreed time frame for applicants within the service.
- To work with colleagues in IT systems to ensure that applications submitted through the PAS can be processed efficiently. Identify system enhancements and developments to meet this objective by working alongside the Business Systems Officer (Admissions).
- To line manage two Senior International Admissions Advisers and be responsible for the prioritising of their workloads between Undergraduate and Postgraduate Admissions, according to the peaks of the admissions cycle within the respective teams.
- To be responsible for evaluating the impact of the PAS system and its engagement with agents, including the close monitoring and evaluation of application and conversion rates. This will include producing reports for senior management within the University.

Tier 4 Compliance

To work collaboratively with the Graduate Admissions Officer and Deputy Head of Undergraduate Admissions (Compliance) to ensure the University remains compliant with its Tier 4 obligations in respect of the admission of students. This includes but is not limited to:

- **Advice and decision making:** to provide expert advice and decision making for the Undergraduate and Postgraduate Admissions team on the application of Home Office sponsor guidance; ensuring that the University remains compliant with its Tier 4 obligations in respect of the admission of students as a result of changes to the guidance.
- **Complex cases:** to have overall responsibility within Undergraduate and Postgraduate Admissions for decision making and providing definitive advice to Admissions staff in respect of complex cases involving Tier 4 applicants. To provide high level advice to the Admissions International Officers (Tier 4 Compliance) about the outcome of complex cases, including advice on when individual cases need to be referred to the International Services Team Compliance staff or to the Immigration advisers.
- **Processes, policies and procedures:** to ensure appropriate amendments are made to existing processes, policies and procedures within Admissions as a result of the changes to Home Office sponsor guidance; ensuring that any changes to processes, policies and procedures are implemented in a timely manner.
- **CAS issue:** to work alongside Admissions compliance managers to ensure that the systems and processes for CAS issue within Admissions are robust, effective and compliant with Home Office regulations.
 - The post-holder will be a Level 1 user of the Home Office Sponsorship Management System. This includes checking CAS records on the in-house admissions database then uploading and approving the data on SMS. Maintaining accurate records of UG and PG CASs issued and withdrawn for applicants of the PAS.
- **Compliance training:** to deliver Tier 4 compliance training within Admissions, and to draft Admissions guidance and policy documents, ensuring they are fully compliant with Home Office regulations

Fee status classification:

- **Complex assessments:** to make final decisions on complex fee status assessments, and to provide expert advice to Admissions staff who also undertake fee status assessment.
- **Explaining the outcome of assessments:** to explain the outcome of fee status assessments, where the outcome is challenged by an applicant, parent or legal representative.

- **Fee status training:** to ensure that all Agent Services Admissions Advisors are trained according to the UKCISA guidance, and that their training is updated as appropriate.

Other compliance responsibilities:

- **CMA:** to be responsible for ensuring that Admissions policies, procedures and publications are fully compliant with consumer protection law relating to the Higher Education sector.
- **UK Code for Higher Education:** to be responsible for ensuring compliance with the UK Quality code of practice for HE, with particular responsibility for ensuring that the University's Undergraduate Admissions Policy confirms to the guidance relating to the recruitment, selection and admission of students to higher education.
- **Admissions Regulations:** to input to the regular review and update of the University's Undergraduate and Graduate Admission policy, ensuring that all applications are considered fairly and consistently and in accordance with professional standards.
- **Criminal Conviction, Membership and DBS checks:** to liaise with the relevant staff in the updating of the University's Student Membership and Disclosure and Barring Service Checks policy. To ensure that the Admissions teams are aware of their responsibilities and adhere to the University's procedure when dealing with applicants who have declared a criminal conviction on their application form.
- **Equality and Diversity:** to ensure the Admissions process operates within the University's policy and commitment to equality and diversity.
- **Feedback and Complaints:** to respond in writing to complaints from undergraduate and postgraduate applicants, in line with the University's complaints policy for applicants. To be responsible for ensuring that there are robust procedures in place for applicants to receive feedback if their application is unsuccessful, in accordance with the University's admissions policy.
- To draft high-level process documentation for policies and procedures undertaken by Undergraduate and Postgraduate Admissions, for reference by the Admissions teams, academic Admissions Selectors and other CER staff.
- Any other duties assigned from time to time by the Director of Communications & External Relations or their nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

Terms of Appointment:

For a full description of the terms of appointment for this post please visit:
<http://www.essex.ac.uk/hr/current-staff/terms.aspx#>

May 2018

PERSON SPECIFICATION

JOB TITLE: Admissions Manager (Priority Agent Services)
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Qualifications /Training

	Essential	Desirable
▪ Bachelor's degree or equivalent qualification	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Significant experience of working in an administrative role	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working in a customer-facing role	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working as an effective member of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of using and suggesting developments for complex databases and/or online systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working in a complex organisation that is highly regulated	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of high-level independent decision making	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of managing or supervising staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of delivering training and support in an administrative context, including production of user documentation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Knowledge and/or experience of admissions work in a UK higher or further education institution	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of casework within a compliance framework	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Knowledge or experience of working with the UK Visa and Immigration regulations and legislation	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Highly developed organisational skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent written communication skills, including the ability to draft clear and concise correspondence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent oral and interpersonal skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Proven ability to work independently and as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Highly developed customer service skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Proven ability to acquire high level knowledge and understanding of detailed policies and procedures, and to interpret and apply them accurately	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to liaise effectively with internal and external contacts at a senior level	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to work under pressure while maintaining accuracy and meticulous attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to manage multiple tasks, prioritising effectively in order to meet tight deadlines	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to maintain confidentiality and exercise discretion when dealing with applicants, their parents and advisors	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent IT skills, including advanced use of MS Word and Excel	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to meet the requirements of the UK Home Office to be approved as a Level 1 user of the UK Home Office Sponsorship Management System	<input checked="" type="checkbox"/>	<input type="checkbox"/>

* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

May 2018

ADDITIONAL INFORMATION

Communications and External Relations (CER)

Communications and External Relations Section (CER) is one of seven main professional services sections within the University, whose responsibility it is to support the four academic faculties. Headed by the Director of CER and with a staff of around 100, it has specific responsibility for UK, EU and international student recruitment; marketing and admissions; widening participation and community activity; corporate marketing and communications; events; fundraising, relations with alumni; and the arts programme on campus. CER consists of a number of teams, including Marketing & Student Recruitment, Admissions, Communications, Development and Alumni Relations, and the International Office.

You can find more information about the department at the following link: <http://www.essex.ac.uk/cer/>

General information

Occasional weekend working will be required for attendance at the University's Open Days and during the Confirmation and Clearing period.

Informal enquiries may be made to Lucy Murray, Director of Admissions and Access (e-mail: lmurray@essex.ac.uk). However, all applications must be made online.

People Supporting Strategy

Please find a link to the People Supporting Strategy following:
<https://www1.essex.ac.uk/restricted/staff/documents/strategy/people.pdf>

Pay and benefits

We advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The university salary structure includes automatic pay progression within the published grades, subject to service and performance. In addition to this, there are performance related annual pay review schemes in place.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development
- Family friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeparkdaynursery.co.uk
- Childcare vouchers
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension, childcare and bicycle schemes)

This document is produced by:

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