

PG and professional Admissions Officer



OPPORTUNITY

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Reference: 0397-25

Salary: £30,805 - £36,130 depending on experience

Contract Type: Permanent

Basis: Full Time

Job description

Job Purpose:

This role will be responsible for co-ordinating and managing responses to all postgraduate taught applications, post application enquiries and supporting conversion events. This role will ensure the postgraduate application student journey is customer focused, efficient and places a great emphasis on maximising application to enrolment conversions. Whilst this role reports to an Admissions Manager, the role holder is expected to take personal responsibility in managing and prioritising their workload.

Main Duties/Responsibilities:

- ▶ For the receipt, assessment and processing of all postgraduate and professional applications as allocated within set timeframes, including referring any complex admissions decisions to the lead Admissions Manager
- ▶ To make offers in line with entry requirements consulting with colleagues to ensure complex queries are appropriately resolved, responding in an efficient and professional manner to all application related enquiries
- ▶ To proactively contribute to the development and improvement of postgraduate and professional admissions processes; seeking to drive the efficiency and effectiveness of the process
- ▶ To develop and maintain the application process including processing acceptances and issuing CAS' (Confirmation of Acceptance for Studies)
- ▶ Facilitating the correct processing of deposits, and carrying out support for interviews as appropriate
- ▶ To support the programme of School recruitment, conversion events and conversion activity such as confirmation and clearing
- ▶ To work closely with Admissions Manager to develop the service, and to implement service level agreements, ensuring a high level of admissions service
- ▶ Supervise admissions assistants and temporary resources as appropriate to ensure service volumes and standards are maintained, taking responsibility for personal support and development.
- ▶ To feed into the development of digital and social media content and communications to support with conversion targets
- ▶ To implement systems for managing admissions processes which would take into account any new legislation and University policies
- ▶ Ensuring that all processes and systems are responsive to the needs of postgraduate students, Academic Schools, and any other partner organisations
- ▶ To create new courses as appropriate on SITS and the University website, and to maintain SITS records and to ensure all changes are recorded on related systems
- ▶ Attending regular / relevant School meetings to ensure there is a strong link between the Postgraduate Admissions team and academic Schools
- ▶ To attend when required, recruitment events specific to the PG market
- ▶ To contribute to the production of management reports focusing on data analysis in connections to pre-application and conversion statistics

- ▶ Working flexibly as part of a co-ordinated Admissions Team, providing cover to other admissions and recruitment functions and work collaboratively with other cross university departments
- ▶ To undertake other duties as appropriate to grade, including occasional evening and weekend work

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> ▶ An honours degree or equivalent qualification experience. ▶ A minimum of 5 GCSEs at grade C or above including English and maths or equivalent 	Application form and interview
Experience	<ul style="list-style-type: none"> ▶ Experience of working in higher education within student recruitment, admissions or marketing ▶ Experience of supporting recruitment / conversion activities on a range of scales from applicant visit days to cross university events ▶ Substantial administrative experience in either a similar role or of working in a busy environment ▶ Experience of the postgraduate application to enrolment journey and all associated processes ▶ Some experience of supervising, voluntary or temporary resources 	Application form and interview
Aptitude and skills	<ul style="list-style-type: none"> ▶ Demonstrate a high level of enthusiasm and is supportive, motivating, and willing to take on new initiatives ▶ A can-do attitude with a flexible approach to working with others ▶ A self-starter, completer-finisher, who is well-organised with the ability to proactively analyse and problem solve ▶ Proven ability to communicate effectively with people enquiring from both the UK and overseas ▶ Ability to use, maintain and develop administrative systems ▶ Accuracy and attention to detail and proven ability to work to deadlines 	Application form and interview

	Essential	Method of assessment
	<ul style="list-style-type: none"> ▶ High level IT proficiency 	

	Desirable	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> ▶ Other relevant qualifications, i.e., IAG 	Application form and interview
Experience	<ul style="list-style-type: none"> ▶ Experience of specialising in postgraduate admissions. 	Application form and interview
Aptitude and Skills	<ul style="list-style-type: none"> ▶ Experience of IT systems 	Application form and interview

University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.

Values + Behaviours

**Innovation**

We strive for excellence within ourselves and others, providing solutions to new and existing challenges.

**Collaboration**

We work best when we are collaborative, working together to contribute to the Aston community.

**Ambition**

We strive together for improvement and innovation looking ahead to see the bigger picture.

**Inclusion**

We treat everyone in our community equally and how they would like to be treated.

**Integrity**

We are open, honest and fair. We take ownership of the way we work and how we treat each other.

How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59 on the advertised closing date.
All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form, then please contact the Recruitment Team via recruitment@aston.ac.uk.

Contact information

Enquiries about the vacancy:

Name: Aleksandra Theodorakopoulos Drogitis
Job Title: Head Of Pg And Professional Admissions
Email: theodoa1@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:
Recruitment Team via recruitment@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy.

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: [Benefits and Rewards | Aston University](#)

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK:

Non-UK/Irish nationals will require a visa or immigration permission that allows them to work in the UK.

The most common work visas are the [Skilled Worker](#), [Global Talent](#) and [Graduate](#) immigration routes. You can find more information about these visa categories on our [web page for candidates](#). The [UKVI website](#) provides further detail about different work visas and the eligibility criteria for each.

Academic Technology Approval Scheme (ATAS):

If you will conduct research in your role and you apply for a Skilled Worker or Temporary Worker GAE visa, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application.

This process can take at least 6 weeks to process, and Aston will consider this when confirming your expected start date. Processing times will increase between April and September and can longer to complete.

There is no fast-track option available. ATAS certificates will be processed in order of receipt.

You can find more information about ATAS on our candidate immigration page.

Before you start and Right to Work

90-day entry vignette

If you have applied for your visa outside of the UK, you will receive a vignette in your passport which is usually valid for 90 days. Please make sure to travel to the UK within the 'valid from' and 'valid to' dates on this visa. If you entered the UK before or after these dates, you would not 'activate' the visa and you would need to leave and re-enter the

country.

You will also receive a decision letter confirming details about your immigration permission and where to collect your Biometric Residence Permit.

Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents in and around Birmingham that can help you find suitable accommodation. The Midland Landlord Accreditation Scheme provides a list of professional agencies and landlords who have applied with them for accreditation. Whilst accreditation is not a guarantee of quality, it provides some reassurance about the standard of the service they provide.

You can also use property search websites such as Rightmove or Zoopla.

Equal Opportunities

Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection

Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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