



**OPPORTUNITY**

Where change  
gets real.



**Reference: 0827-25**

**Grade: 07**

**Salary: £30,805 to £36,130 per annum, 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 undergraduate applications, pre and post application enquiries and in some cases arranging interviews for specific programmes.

This role will ensure the undergraduate pre-enrolment student journey is customer focused, efficient and places a great emphasis on maximising application to enrolment conversions. The post holder will need a good overall knowledge of undergraduate, international and foundation admissions within a Higher Education environment.

### Main Duties/Responsibilities

- ▶ For the assessment and processing of all undergraduate applications linked to a specific School within set timeframes, including referring any complex admissions decisions to School Admissions Managers
- ▶ To develop and maintain the application process including cascading applicants, processing acceptances and issuing CAS' (Confirmation of Acceptance for Studies)
- ▶ To make conditional, unconditional or reject offers in line with entry requirements for a specific School and to refer to more senior staff for appropriate guidance to more complex queries
- ▶ To attend where appropriate, cross University meetings with academics from linked School and other professional services
- ▶ To support the programme of School recruitment, conversion events and conversion activity including Offer Holders Days, interview days for specific Colleges and University wide confirmation and clearing activity
- ▶ To support line management to implement service level agreements to co-ordinate a high level of service consistent with all other areas of the pre-enrolment student journey
- ▶ To liaise with marketing and feed into the with the development of digital and social media content and communications to support 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 to students, Aston University Schools and any other partner organisations
- ▶ To maintain SITS records and to ensure all changes are recorded on related systems
- ▶ Attend recruitment events, UCAS fairs and HE events as appropriate
- ▶ To contribute to the production of management reports focusing on data analysis in connection to 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 create new courses on university systems as appropriate to link College
- ▶ 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                |
|-------------------------------------|---|-------------------------------------|
| <b>Education and qualifications</b> | <ul style="list-style-type: none"> <li>▶ A minimum of 2 GCSE's (or equivalent) at grade C or above in English and Maths</li> </ul>  | Application form                    |
| <b>Experience</b>                   | <ul style="list-style-type: none"> <li>▶ Experience of working in Higher Education within an Admissions function.</li> <li>▶ Substantial experience of delivering services in a busy, high-pressure environment with competing deadlines.</li> <li>▶ Experience of interpreting and applying entry requirements, including non-standard and international qualifications.</li> <li>▶ Experience of working with student record and/or admissions systems (e.g. SITS, UCAS portals).</li> <li>▶ Experience of providing admissions advice and guidance to applicants and stakeholders (UK and overseas), including responding to enquiries and drafting correspondence.</li> <li>▶ Understanding of the Higher Education applicant journey from application through to enrolment, including associated processes and systems.</li> <li>▶ Experience of delivering excellent customer service to a wide range of stakeholders (e.g. schools, colleges, applicants, parents, agents, academics, senior colleague)</li> </ul> | Application form and interview/test |
| <b>Aptitude and skills</b>          | <ul style="list-style-type: none"> <li>▶ Enthusiastic, adaptable, and willing to take on new initiatives with a positive "can-do" approach.</li> <li>▶ Well organised, with ability to manage own workload independently and re-prioritise quickly during peak periods.</li> <li>▶ Strong team ethos: proactive in supporting colleagues, contributing to shared goals, and taking ownership.</li> </ul>  | Application form and interview/test |

|  | Essential   | Method of assessment                |
|--|---|-------------------------------------|
|  | <ul style="list-style-type: none"> <li>▶ Proven ability to analyse information, problem-solve, and apply sound judgement within policy frameworks.</li> <li>▶ Communicates clearly and professionally with a wide range of audiences, both verbally and in writing.</li> <li>▶ Accuracy and attention to detail, particularly under pressure, with the ability to meet deadlines.</li> <li>▶ High IT proficiency, including use of databases, spreadsheets, and digital communication tools.</li> <li>▶ Confident Excel skills, including creating and formatting tables, and using sorting and filtering to present data clearly.</li> </ul> | Application form and interview/test |

|                                     | Desirable  | Method of assessment           |
|-------------------------------------|--|--------------------------------|
| <b>Education and qualifications</b> | <ul style="list-style-type: none"> <li>▶ Professional development training in admissions, student records, or HE policy (e.g. UCAS, UKVI compliance, customer service, fair and equal admissions)</li> </ul>   | Application form               |
| <b>Experience</b>                   | <ul style="list-style-type: none"> <li>▶ Experience of dealing with international applicants and overseas qualifications in depth</li> <li>▶ Experience of supporting recruitment/conversion activities on a range of scales from applicant visit days to cross university events</li> <li>▶ Experience of supervising or training ambassadors</li> <li>▶ Experience of coordinating and taking responsibility for admissions interview processes</li> </ul> | Application form and interview |

|                            | Desirable   | Method of assessment           |
|----------------------------|---|--------------------------------|
| <b>Aptitude and Skills</b> | <ul style="list-style-type: none"> <li>▶ Experience of SITS systems</li> <li>▶ Ability to identify and implement improvements to processes and systems</li> </ul> | 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 23.59pm 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](mailto:recruitment@aston.ac.uk).

## Contact information

### Enquiries about the vacancy:

**Name:** Aradhana Mehmi

**Job Title:** Undergraduate Admissions Manager

**Email:** mehmia5@aston.ac.uk

### Enquiries about the application process, shortlisting or interviews:

Recruitment Team via [recruitment@aston.ac.uk](mailto: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:** You should ensure that you meet the eligibility requirements, including meeting the [English language standards](#). If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/tier-2-general>

With the end of free movement for EU/EEA/Swiss nationals from 1 January 2021, the UK's new immigration system applies to all non-UK/Irish nationals who require a visa.

Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

You can find further information about each of these visa routes on our candidate immigration page.

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see below for further details.

**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>

Aston University  
Birmingham  
B4 7ET, UK.  
+44 (0)121 204 3000

[www.aston.ac.uk](http://www.aston.ac.uk)