

Job Description

Admissions Manager – South Thames College

Student Services and Marketing

The Role

The Admissions Manager is responsible for the efficient management and continuous improvement of enquiries and admissions within South Thames Colleges Group (STCG). The post holder will work with the Head of Admissions on all aspects of student admission and will have a lead role in undergraduate admissions. Working with curriculum and administrative staff to ensure quality and adherence to fair and consistent policies and processes. The post-holder is also responsible for, and line manages Admissions and Reception Teams at South Thames College sites (Wandsworth and Tooting).

Responsible to: Head of Marketing, Recruitment and Admissions

Responsible for: Admissions Officers – Wandsworth and Tooting
Reception Team – Wandsworth

Main Purposes and Responsibilities

- Leading the coordination, development and enhancement of the all programmes across South Thames College, providing stakeholders with efficient and effective management information and managing Admissions and Reception Teams.
- Acting as Primary UCAS Correspondent for the Group on all matters relating to the UCAS admissions service and UCAS/government compliance; liaising with colleagues in other areas of the Group to ensure the undergraduate course information is accurately represented on UCAS. Undertaking all liaison with respect to the Group's UCAS accounts.
- Managing the enrolment, HE Clearing and application/interview processes, working closely with curriculum areas, and leading on the effective implementation and monitoring of process changes and internal progression across the group.
- Evaluating and collecting feedback from stakeholders on the quality of admissions activities providing expert advice on the level of support, resources and change needed to deliver a high-quality service, working closely with key stakeholders to ensure that all Departmental/Curriculum staff are consulted and briefed about Admissions processes and procedures.
- Ensuring the provision of accurate and up-to-date management information and statistics relating to admissions targets.
- Managing the Undergraduate Student Loan applications process ensuring effective communication with applicants, students and internal stakeholders. Acting as key correspondent for Student Finance England.
- Working with colleagues in the Quality Team to fully engage with and implement relevant sections of the Quality Code, including: website information and CMA, Undergraduate Admissions processes, staff training, HE Admissions Surveys, complaints around admissions and the OIA.
- To maintain up-to-date knowledge of developments and best practice in the sector and provide sound professional advice to senior management on admissions policy, trends and developments. To be responsible for cascading information and developments (regional, national and international) in the admissions field to all relevant audiences in the Group.

- Comply with the UKVI Protocols and Border Agency Regulations and ensure team processes maintain compliance.
- Managing the Group's Confirmation and Clearing processes, setting the processes, quality checking and ensuring reporting protocols are in place, including making alternative course offers, in liaison with internal and external partners.
- Managing complex casework, appeals, complaints and related correspondence.
- Managing the Visitor Reception at South Thames College, ensuring telephone, face-to-face and email enquiries are dealt with effectively, accurately and efficiently.
- Line-managing all members of the South Thames College Admissions and Reception Teams. Liaising with Admissions colleagues in other group colleges in order to coordinate and execute admissions processes locally.
- Leading, motivating and developing all staff in the Admissions and Reception Team, including recruitment, staff development, performance management and managing the workload, ensuring effective administrative support across Student Services.
- Working with the Head of Marketing, Recruitment and Admissions to develop the communications and keeping warm strategy for all Undergraduate applicants from enquiry to enrolment.
- Assisting with the production and/or updating of publicity materials (print and website), as required, working with the Marketing Team and Curriculum colleagues.
- Representing the Division as appropriate on internal and external committees including, but not limited to: the HE Matrix Leadership Group; the HE Academic Board; the HE Operations Group; UCAS College HE Advisory Group.
- Participating in College events, such as Open Days, Admissions Evening, Enrolment and Careers Fairs, which may include occasional evening or weekend hours.
- Representing the Group at regional and national recruitment and admissions events, fairs, conferences and working groups, contributing to the development of South Thames Colleges Group's brand and reputation in support of the Group's recruitment objectives.

General Duties of the Post

The post holder will assist with or undertake the following:

- Keep up-to-date with Quality Improvement initiatives and to be aware of, and meet, service standards for the Group.
- Participate in the Professional Development Programme and undertake training as required, including all areas of office technology.
- Propose any ideas that may help to promote and extend the Group's reputation and efficient running of the College.
- Work safely, consider the safety of others and work within the guidelines stated in the Group Health and Safety Policy.
- Be available to assist in enrolment procedures, which may require additional hours including evenings and weekends, for example during the Autumn Term.
- Work flexibly, which may include evenings, open days, parents' evenings and possibly weekends.

- Undertake other duties as may be required by the Group Leadership Team or their representatives, in order to ensure the efficient functioning of the Group.

As a list of general duties, the above is not exhaustive. The work of the Group is expected to develop, and the holder of the post will be required to work flexibly with colleagues to facilitate this development.

Additional Information

This Job Description / Specification is subject to periodic review.

Salary scale: £33,978 - £42,577 pro rata per annum inclusive of London Allowance

Progression past the bars at scp 39, 42 and 43 is dependent on satisfactory performance. Progression to bar point 40 will be dependent upon having achieved set targets or the successful completion of a management qualification such as the Diploma in Management & Leadership at Level 5. Progression to bar point 44 requires successful completion of the other option. If a management qualification has previously been achieved, staff development as agreed will be a requirement

Person Specification

Person Specification, Experience and Qualifications

		Essential	Desirable
1	Have a good understanding of the UCAS admissions system.	✓	
2	Proven track record in working in an admissions role within Further Education Sector.	✓	
3	Have a thorough understanding of quality assurance and improvement processes, in particular how to improve the student experience.	✓	
4	Demonstrate a sound knowledge of the curriculum offered at South Thames Colleges Group		✓
5	Have an awareness of regulations regarding the HE loans system.		✓
6	Have successful experience of enquiry and related processes, in particular experience of using these to drive improvement.	✓	
7	Have a strong vision for the improvement and development of enquiry and admissions and its contribution to an organisation.	✓	
8	Have excellent IT skills and the ability to analyse and use complex data and information. Able to produce and analyse data and make appropriate recommendations.	✓	
9	Be committed to personal improvement through recent and relevant professional development.	✓	
10	The ability to work under pressure, be organised and meet deadlines, both internal and external.	✓	
11	Have a strong commitment to equality and diversity, safeguarding, personalised learning and the provision of educational excellence.	✓	
12	Have good attention to detail, a creative approach to problem solving and the willingness to be innovative when improving the learner experience.	✓	
14	A flexible approach to the needs of the job.	✓	
15	Ability to work under pressure and to meet tight deadlines.	✓	
16	Proactive with the ability to work on own initiative.	✓	
17	Ability to work individually and as part of a team.	✓	
18	Positive “can-do” attitude.	✓	
19	Ability to promote varied study options and ensure good practice.	✓	
20	Ability to resolve problems effectively.	✓	
21	Educated to Level 3	✓	