

**Job Description: Admissions Adviser**

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| **College/School:** | *Admissions Office, Marketing, Recruitment & International* |
| **Job Title:** | *Admissions Adviser* |
| **Department/Subject:** | *Admissions* |
| **Salary:** | *Grade 5 £26,038 - £28,879 per annum* |
| **Hours of work:** | *35 hours per week* |
| **Number of positions:** | 2 |  |
| **Contract:** | Fixed Term |  |
| **Location:** | This position will be based at the Singleton Campus |

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| **Introduction** | To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology. |
| **Background information** | The main purpose of this role is to deliver an excellent and customer-focused admissions service for the University’s applicants and prospective students. The post holder will demonstrate sound judgement and decision-making abilities. They will understand the imperative to meet the University’s stretching student recruitment targets and work in a professional, collaborative manner towards achieving this aim. Role-modelling professional service values, they will confidently support the admissions function continually evaluating their own impact, that of their colleagues and of the admissions function. |
| **Main Purpose of Post** | 1. To respond to and give expert advice on all admissions related enquiries, providing excellent customer service in a timely and professional manner. 2. Processing high volume of applications on a daily basis. This involves making careful checks on information held, chasing outstanding information and obtaining qualification results. Checking application against pre-defined entry criteria before sending decision ensuring response is correct and appropriate, with the aim of 100% accuracy within agreed deadlines. 3. To be responsible for making fair and consistent decisions on applications in line with Admissions policy and best practice, whilst ensuring the quality of admissions through a thorough understanding of qualifications, entry criteria and international education systems 4. Liaising with external organisations and internal colleagues in connection with admissions matters 5. To assist with small project work within the Admissions team within guidelines and timeframes given by senior Admissions staff 6. Active participation in Confirmation, Clearing and the enrolment of new students 7. To identify opportunities to improve admissions processes as well as engaging in continuing professional development. 8. To support recruitment and marketing activities such as visit and open days as necessary 9. As a high-performing Department, Admissions is constantly improving and Admissions professionals are expected to engage in alternative roles in other areas of Admissions or the wider University, for personal and professional growth or where it may be operationally required. 10. To fully engage with the University’s Performance Enabling and Welsh language policies 11. To promote equality and diversity in working practices and to maintain positive working relationships. 12. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 13. Any other duties as directed by the Head of Department or their nominated representative expected within the grade definition. 14. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality  **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Values:**   * Demonstrable evidence of taking pride in delivering professional services and solutions * Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers * Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience   **Qualifications:**   * GCSE Maths and English at Grade C or better * A-levels (or demonstrate equivalent work experience)   **Experience:**   * Experience of understanding procedures and regulations within your workplace and applying these to your role * Ability to administer a large volume of work, to a high degree of accuracy. * Experience of working within a customer focused service, where tasks have been required to delivered on time and to the agreed level. * Evidence of working as part of a team that delivered a service that exceeded the needs and expectations of your customers   **Knowledge and Skills:**   * Excellent ICT skills including experience of using databases and Microsoft Office. * Excellent organisational skills and the ability to work independently using own initiative, multi-task to achieve deadlines and work well under pressure. * Evidence of working with others to focus on continuous improvement, whilst achieving and maintaining quality outcomes. * Evidence of actively seeking and acting upon feedback to improve the way you undertake your work.   **Desirable Criteria:**   * Experience of HE or FE admissions * The ability to communicate through the medium of Welsh |
| **Welsh Language Level** | Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course.  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/) |
| **Additional Information** | Informal enquiries: Kate Borland [k.borland@swansea.ac.uk](mailto:k.borland@swansea.ac.uk)  Shortlisting Date: 11/11/2024  Interview Date: 18th & 19th November 2024 |

 