

**Support and Professional Services**

**Academic Registry**

**Admissions Officer**

**ZZ003991**

**Information for Candidates**

**THE POST**

Please see the attached job description and person specification.

**TERMS OF APPOINTMENT**

**Full-time**

Salary is in the range £21,843 - £25,298 per annum and progress to the top of the scale is by annual increments payable on 1st April each year. Salary is paid into a bank or building society monthly in arrears.

Working hours are 37per week. Overtime is not normally payable but time off in lieu may be given. The working hours are normally from 8.30am to 5.15pm Monday to Thursday and 8.30am to 4.15pm Friday with one hour and ten minutes for lunch. Specific times may vary according to the Department concerned.

Leave entitlement is 32 working days per annum. The leave year commences on 1 October and staff starting and leaving during that period accrue leave on a pro-rata basis. In addition, the University is normally closed from Christmas Eve until New Year’s Day inclusive and on bank holidays.

The Appointee will be entitled to join the Local Government Pension Scheme. The scheme's provisions include an index-linked pension with an option to exchange some pension for a lump sum on retirement together with dependants’ benefits. Contributions by the employee are subject to tax relief.

There is a probationary period of six months during which new staff are expected to demonstrate their suitability for the post.

There is a comprehensive sickness and maternity benefits scheme.

**All interview applicants will be required to bring their passport or full birth certificate and any other 'Right to Work' information to interview where it will be copied and verified.** The successful applicant will not be able to start work until their right to work documentation has been verified.

Under the University’s Insurance Policy we will take up references for candidates called for interview. Your current employer reference must be your current line manager. It is also a requirement of this policy that we take up references to cover the previous three years of your employment or study.

The successful candidate will need to bring documentary evidence of their qualifications to Human Resources on taking up their appointment.

To comply with UKVI legislation, non-EEA candidates are only eligible to apply for this post if it has been advertised for a total of 28 days.

If the position has a requirement for Disclosure and Barring Service check (DBS), this will be stated in the advert. The DBS Application Form will be provided once the selection process has been completed.

All applications must be submitted by Midnight (GMT) on the closing date published.

**UNIVERSITY OF PORTSMOUTH – RECRUITMENT PAPERWORK**

1. **JOB DESCRIPTION**

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| **Job Title:** | Admissions Officer |
| **Grade:** | 4 |
| **Faculty/Centre:** | Academic Registry |
| **Department/Service:**  **Location:** | University Admissions Centre |
| **Position Reference No:** | ZZ003991 |
| **Cost Centre:** | 47315 |
| **Responsible to:** | Assistant Registrar (Admissions) |
| **Responsible for:** | N/A |
| **Effective date of job description:** | May 2017 |

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| **Context of Job:** |
| The University Admissions Centre is responsible for the admission of students to our undergraduate and taught postgraduate courses and receives around 35,000 applications each year. |

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| **Purpose of Job:** |
| The purpose of the Admissions Officer role is to efficiently and effectively respond to enquiries, make offers to applicants and liaise with Faculty and other Professional Services representatives throughout the admission cycle. These duties should be undertaken with a high level understanding of courses, qualifications, entry requirements and University process, policy and relevant external policies.  More specifically to:  1. Process undergraduate and postgraduate taught applications using the University's paperless systems.  2. Receive and respond to email, telephone and face to face enquiries from applicants, their representatives and University colleagues.  3. Undertake consideration and relevant further consideration decision making.  4. Deliver arrangements for inviting applicants to attend for interviews or other selection activities.  5. Represent the University at recruitment events as required by and agreed with Faculties, Marketing and Communications Department and the UAC.  6. Contribute to the wider responsibilities of the UAC as required, with a specific focus on those activities which relate to: international student admissions, widening participation and student recruitment support. |
| **Key Responsibilities:** |
| **Applicant Service and Support**  1. To administer processes in support of admissions, using paperless processes and the Admissions system and other systems as appropriate. To undertake related processes, e.g. the confirmation of results.  2. To receive and respond to enquiries from, for example, applicants and University colleagues, judging when to forward to or involve more senior colleagues.  3. To possess an in-depth knowledge of: qualifications, entry requirements, admissions procedures, and the content of courses to be able to answer enquiries by email, telephone and in person.  4. To recognise the impact of work-related problems arising and raise issues of concern where necessary to ensure appropriate resolution of applicant enquiries and issues (e.g. applicant complaints about non-selection).  5. To support HE fairs and recruitment events and activities as required by and agreed with the Faculties and Marketing and Communication Department and to act as a representative and ambassador for the University at such events.  **Decision Making**  1. To consider Consideration and regular\* Further Consideration Candidate applications individually according to specified criteria and process and policy. \* excluding WP and disabled applicants.  2. To make, check and input decisions, adhering to internal service standards and UCAS, GTTR and other external deadlines.  3. To manage the arrangements for inviting applicants to attend for interviews and or undertake other selections activities.  4. To work with the Infrastructure staff in the UAC to maintain the accuracy of the information held on the admissions databases at all stages of the admissions cycle.  **Continuous Improvement**  1. To support the quality assurance processes in the UAC by checking offers and contributing to the review of process throughout the year particularly in response to applicant feedback.  2. To relay other feedback and comments and to contribute to proposals for improvements to working methods for the benefit of applicants and the University.  3. To keep skills up to date and develop competence through learning from colleagues or gaining experience of a range of work.  **Working with people**  1. To work cooperatively with, and offer mutual support and respect to, colleagues in the UAC, adopting a flexible approach to delivering work objectives. |

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| **Working Relationships:** |
| Admissions tutors and other academic staff  Faculty Recruitment Centre officers  International officers  Colleagues in other Academic Registry divisions |

1. **PERSON SPECIFICATION**

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| **No** | **Attributes** | **Rating** | **Source** |
| **1.** | **Specific Knowledge & Experience** |  |  |
|  | Sound knowledge of admissions in an educational environment | E | AF |
|  | Competent user of Campus IT Admissions and Oracle Discoverer reporting software | D | AF |
|  | Knowledge of data protection requirements | D | S |
|  | Experience of paperless processes | E | AF |
|  | Proficient in Microsoft Office, email and the web | E | AF |
| **2.** | **Skills & Abilities** |  |  |
|  | Good interpersonal skills including tact and discretion | E | S |
|  | Excellent written and verbal communication skills | E | AF, S |
|  | Excellent customer service skills | E | AF, S |
|  | Ability to work as part of a team, cooperating and offering support as needed | E | AF, S |
|  | Ability to assess and respond to non-routine work and situations | E | AF, S |
|  | Ability to organise and prioritise own work and manage effectively under pressure | E | AF |
|  | Take ownership of problems and to work collaboratively to agreed solutions | E | S |
|  | Adaptable, flexible and efficient approach to work | E | AF, S |
|  | Ability to work accurately to strict deadlines | E | AF, S |
|  | Ability to answer enquiries by using information from a variety of different sources and maintain the currency of such information | E | AF, S |
|  | Ability to work in a multicultural/international environment | D | S |
| **3.** | **Qualifications, Education & Training** |  |  |
|  | GCE A level or equivalent, plus some experience in a relevant role OR significant work experience in a relevant role/ relevant life experience reinforced by work experience. | E | AF |
|  | An undergraduate degree | D | AF |
| **4.** | **Other Requirements** |  |  |
|  | Must be able to work during the last 3 weeks of August to undertake Confirmation and Clearing activity. | E | AF |
|  | Willingness and ability to work at weekends when necessary. | E | AF |

**Legend**

Rating of attribute: E = essential; D = desirable

Source of evidence: AF = Application Form; S = Selection Programme (including Interview, Test, Presentation, References)

**JOB HAZARD IDENTIFICATION FORM**

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| **Please tick box(s) if any of the below are likely to be encountered in this role. This is in order to identify potential job related hazards and minimise associated health effects as far as possible. Please use the** [**Job Hazard Information**](http://www.port.ac.uk/departments/services/humanresources/occupationalhealthservice/jobhazardinformation/filetodownload,164407,en.doc) **document in order to do this.** | | | |
| 1. International travel/Fieldwork |  | 13. Substances to which COSHH regulations apply (including microorganisms, animal allergens, wood dust, chemicals, skin sensitizers and irritants) |  |
| 2. Manual Handling (of loads/people) |  | 14. Working at height |  |
| 3. Human tissue/body fluids (e.g. Healthcare workers, First Aiders, Nursery workers, Laboratory workers) |  | 15. Working with sewage, drains, river or canal water |  |
| 4. Genetically modified Organisms |  | 16. Confined spaces |  |
| 5. Noise > 80 DbA |  | 17. Vibrating tools |  |
| 6. Night Working  (between 2200 hrs and 0600 hrs) |  | 18. Diving |  |
| 7. Display screen equipment (including lone working) | ✓ | 19. Compressed gases |  |
| 8. Repetitive tasks (e.g. pipette use, book sensitization etc) | ✓ | 20. Small print/colour coding |  |
| 9. Ionising radiation/non-ionising radiation/lasers/UV radiation | | 21. Contaminated soil/bioaerosols |  |
| 10. Asbestos and lead | | 22. Nanomaterials | |
| 11. Driving on University business  (mini-bus, van, bus, forklift truck etc) | | 23. Workplace stressors (e.g. workload, relationships, job role etc)  ✓ | |
| 12. Food handling | | 24. Other (please specify) | |

**Completed by Line Manager/Supervisor:**

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| **Name (block capitals)** | Dr. Tanya Waring |
| **Date** | 03/04/2017 |
| **Extension number** | 3297 |

Managers should use this form and the information contained in it during induction of new staff to identify any training needs or requirement for referral to Occupational Health (OH).

Should any of this associated information be unavailable please contact OH (Tel: 023 9284 3187) so that appropriate advice can be given.