**JOB DESCRIPTION**

This form summarises the purpose of the job and lists its key tasks.

It may be varied from time to time at the discretion of the College in consultation with the postholder.

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| **Job Title:** Senior Admissions Officer (Postgraduate & Collaborative Courses) | **Job ref no: PSD-0001-25** |
| **Grade:** 5 | **Department:** External Relations |
| **Accountable to:** Deputy Head of Admissions | **Responsible for:**  Supervision of the Admissions Officers (x3) |

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| **Job summary:**  The post-holder will support the Deputy Head of Admissions in delivering a high-quality admissions and applicant services function. They will, in conjunction with the other Senior Admissions Officers, identify daily and weekly priorities for the team and will oversee the work of the Admissions Officers to ensure that targets and deadlines are achieved. The post-holder will lead on admissions matters and processes related to postgraduate students and students joining from partner institutions. |
| **Competency: Service delivery** **Key tasks:**   * Provide a proactive, customer focused admissions service, taking responsibility for making decisions and processing applications in accordance with approved criteria and in accordance with the RVC’s admissions policy. * Act as the key advisor to Course Directors in relation to qualification equivalencies, entry requirements, acceptance rates, application trends and proposed changes to entry requirements for allocated course(s). * Act as the admissions liaison point with partner institutions, ensuring the timely processing of applications and provision of relevant information during the applicant journey. * Support applicants from partner institutions in their applications to the RVC, ensuring they receive appropriate information at all points of the process. * Lead on admissions related conversion activities for allocated courses, including making recommendations for changes or new initiatives. * Undertake offer holder management for allocated courses, ensuring that all necessary documents and processes are in place to ensure a smooth transition from applicant to student. * Support the Senior Admissions Officer (International) with processing visa documentation for postgraduate students and students joining from partner institutions, including taking lead responsibility for the ATAS process. * Maintain the relevant RVC webpages related to Postgraduate courses, vacancies, and the application process. * Ensure that appropriate internal systems and procedures are in place to maintain a low refusal rate for student Entry Clearance applications and help to protect the RVC’s Sponsor Licence. * In conjunction with the other Senior Admissions Officers, monitor the throughput of the work of the Admissions Team to ensure compliance with agreed service levels, escalating any issues appropriately. * Maintain an overview of admissions working processes and continually review for efficiency and effectiveness, implementing changes or making recommendation for improvements, where necessary. * Manage individual workload to ensure compliance with agreed service levels |

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| **Competency: Knowledge and experience**  **Key tasks:**   * Maintain comprehensive understanding of commonly presented qualifications including overseas qualifications. * Develop specialist knowledge of RVC’s postgraduate courses and the admissions processes pertaining to them. * Develop and maintain a detailed understanding of the admissions process relating to collaborative provision, ensuring that any changes or developments are disseminated as appropriate. * Develop a detailed understanding of the experiences of applicants joining collaborative courses and ensure that any admissions advice and guidance is tailored to their specific circumstances. * Maintain a general overview of full student lifecycle from enquiry to alumni and understanding of the importance of admissions processes in maintaining student records and contribution to overall applicant and student experience. * Maintain a detailed understanding of student records (SITS) and CRM processes relating to applicants/admissions. * Develop a detailed understanding of the rules governing fee status. * Develop in-depth knowledge and understanding of the RVC’s CAS issuing processes. * Develop in-depth knowledge of ATAS processes, ensuring that appropriate guidance is available to applicants and that a knowledge is maintained across the Admissions team. * Keep abreast of developments related to postgraduate students, including funding, opportunities and routes to postgraduate study and a strong understanding of the unique elements of RVC’s postgraduate courses. |
| **Competency: Teamwork and Motivation**  **Key tasks:**   * Responsible for the day-to-day supervision of the workload of the Admissions Officers, escalating any issues as appropriate. * Assist with the recruitment of new members of staff in accordance with RVC policies. * Assist with the appropriate training and support to all staff members. |
| **Competency: Organisation and planning**  **Key tasks:**   * Organise room bookings, any appropriate IT provision and ensure an appropriate admissions/student ambassador presence for postgraduate interview days to ensure their smooth running. * Work with relevant supervisors and clinical leads to organise interview dates and processes, ensuring panels fulfil RVC requirements, that schedules do not clash, and appropriate documentation is ready well in advance. * Work with relevant staff within the Graduate School and the Research Office to develop and implement processes that ensure the smooth transition of knowledge and documentation and allow for the timely offer making and enrolment of postgraduate students. * Work with staff in the Graduate School and Registry to ensure that relevant and timely information is provided to ensure that applicants experience a smooth pre-arrival and enrolment process. |
| **Competency: Communication**  **Key tasks:**   * Maintain high levels of tact and diplomacy at all times, ensuring continual awareness of data protection regulations and the need for confidentiality. * Work with academic staff to develop and implement regular, timely and appropriate communications to potential students to improve conversion and student/applicant experience for allocated course(s). * Maintain strong working relationships with the key contacts at partner institutions. * Develop a schedule of communications to ensure that incoming postgraduate students are provided with timely information relevant to the admissions process. * Develop content for various mediums (web, email, webinars etc) to provide advice and guidance to postgraduate applicants prior to arrival. * Ensure all members of the Admissions team are sufficiently briefed in postgraduate and collaborative courses to be able to provide basic advice and guidance. * Lead as the Admissions postgraduate specialist, supporting all applicant advice opportunities, assisting at events, and providing updates regarding changes to the postgraduate landscape. * Attend Open days, HE conventions and other recruitment and conversion events as required. |
| Flexibility: To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. |