



# Admissions Officer

## Job Description

### Position overview

Department	Marketing, Admissions, Recruitment & Visas (MARV)
Location	Devon House, London & Hybrid
Term	Full-time; permanent
Salary	£28,000 - £31,500, depending on experience
Benefits	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	As soon as possible

The Marketing, Admissions, Student Recruitment & Visa Compliance team (MARV) is a friendly, supportive and professional directorate within Northeastern University London, with a focus on supporting students during the pre-enrolment stage of their journey. Following the creation of exciting new degree programmes at the University, and a rapid increase in applications, we are recruiting additional Admissions Officers to join the team. The post holders will be based in St Katharine Docks at the new Northeastern University London campus based on the river next to the Iconic Tower Bridge, and will be campus based at least two to three days a week.

Reporting to the Head of Admissions, the post holders will assist with the end-to-end admissions process for applications, from first contact to enrolment. They will be the initial point of contact for applicants, which will include supporting prospective students in making their application through participation in events, presentations and personal telephone, email and web chat support. By working closely with other members of the admissions team and with academic colleagues, the post holder will ensure an efficient and fair application process for all applicants.

### Duties and Responsibilities

- To process and manage admissions applications, via the CommonApp, direct, and UCAS, in conjunction with colleagues in the admissions team and academic faculty.

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- To undertake a range of applicant support activities, including telephone call campaigns, emails, web chats, and personal consultations.
- To undertake admissions-focused presentations and other recruitment-related activities, including providing guidance on writing personal statements, submitting competitive applications, etc.
- To offer high-quality customer service to all applicants, at all stages of the application process.
- Liaise with applicants and their nominated advisers or family, to guide them through the application process, ensuring that they have all the information they require regarding the process, programmes and the College.
- To ensure all student recruitment/admissions practices comply with all current internal and external admissions and quality assurance policies.
- To manage student data in compliance with GDPR.
- To gather applicants' references and supporting documents.
- Liaise with other members of the team and academics, to ensure prompt and complete academic consideration of each applicant.
- To liaise with the Registrar, academics and external stakeholders to ascertain recognition of prior learning where required.
- Track decisions on whether to interview, arrange interviews, support applicants on interview day and coordinate post-interview feedback.
- To provide support to the team with internal recruitment events, such as - Open Days/Taster Days, interview days, etc.
- To undertake any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training.
- To provide support to the Visa & Compliance Team with the relevant checks prior to enrolment.

## About the University

Founded in 2012, Northeastern University London (formerly New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moving to new premises in 2021. Northeastern University London continues to grow taking in more students year on year, further expanding its courses, network and opportunities.

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## Person specification criteria (essential / desirable)

- Ability to work as part of a team and independently (E)
- Excellent written and oral communication skills (E)
- Well-developed organisational skills and time management skills, including the ability to prioritise and manage workload (E)
- Ability to empathise and develop rapport with individuals applying to the College (E)
- Diplomatic influencing and relationship-building skills, to work with others and to convert initial enquiries into successful enrolments (E)
- A high level of attention to detail and accuracy (E)
- Knowledge and understanding of UK Higher Education and an intrinsic belief in the value of Higher Education (E)
- Knowledge of the UCAS application process (E)
- Knowledge of admissions in a UK university (E)
- Experience of working with customers face-to-face, digitally and over the phone (E)
- Experience presenting and conducting telephone campaigns (D)
- Recent experience of processing Tier 4 applications and applying the UKVI regulations, including checking applicants' documentation (D)

## Application process

Applications should be made via [this link](#) by 20.00 on 3 March 2023. Please reference your application to AO0223. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.