

Job title	Admissions Administrator
Grade	4
Salary range	£21,843 - £25,298 p.a.
Staff Group	Assistant
Department / Institution	Institute of Continuing Education

## Role-specific information

### Role Summary

This role is central to the provision of high quality student services at ICE. The role-holder is one of a team of eight within the Registry which is responsible for matters concerning student admission and student-related data and for the co-ordination of the quality control procedures relating to the Institute's provision and student support. The Registry is responsible for the admission and registration of ICE students on non-matriculated courses and the maintenance of their student records and also for the management of MSt student admissions and data records across the University

Within the Registry, the role holder assists in the administration of student admission and registration, for both ICE non-matriculated students and for MSt students across the University.

The role-holder reports to the Registry Manager who oversees the Institute's Registry and reports in turn to the Director of Teaching and Learning Programmes who aligns the work of the Registry with the Institute's teaching activities.

### Key Responsibilities

<b>MSt Admissions: admissions and application processing</b>	<b>35%</b>
<ul style="list-style-type: none"> <li>Receives and records receipt of documentation in support of applications, both paper and electronic. Where paper documentation is received, uploads scans and uploads document to appropriate repository for viewing by MSt Administrators</li> <li>Processes paper applications and ensures all relevant information is entered manually into CamSIS. This includes acknowledging receipt of the application and informing applicants of their applicant self-service log-in details</li> <li>Ensures timely circulation of applications and relevant documentation to appropriate departments for academic consideration</li> <li>Works with the Registry Admissions Manager to enforce application deadlines and ensure departments return academic decisions within set timescales</li> <li>Notifies successful applicants and interested parties of conditional offers and confirmed admission</li> <li>Passes original documentation relating to new students to MSt Administrators</li> <li>Runs queries in CamSIS to produce lists of applicants receiving conditional offers for regular meetings of the Academic Operations Committee</li> <li>Assists the Registry Admissions Manager in collecting further supporting information for non-standard applications, prior to a conditional offer of admission being made</li> </ul>	

<ul style="list-style-type: none"> <li>• Scrutinises evidence to meet conditions, in particular academic, language and financial evidence and contacts applicants where insufficient evidence provided</li> <li>• Confirms applicants' admission once all offer conditions have been met, ensuring all relevant information required for statutory returns is accurately recorded in CamSIS. This includes making decisions on an applicant's ELQ (equal or lower qualification) status</li> <li>• Identifies recommendations of acceptance for disabled applicants and refers to the Registry Admissions Manager</li> <li>• Provides reporting service to departments, degree committees and colleges as needed. This involves running queries in CamSIS regarding the number of applications received and the current status of these applicants</li> <li>• Provides admissions statistics to various constituent parts of the University, including a fortnightly report for MSt Administrators detailing the progress of each application</li> <li>• Updates CamSIS to record receipt of documents and the meeting of offer conditions</li> <li>• Updates CamSIS to record unsuccessful applications</li> <li>• Uses reports in CamSIS to generate electronic communications, identifying applicants without an e-mail address and issuing hard copies of communication as appropriate</li> </ul>	
<p><b>ICE non-matriculated courses: admissions and application processing</b></p>	<p><b>35%</b></p>
<ul style="list-style-type: none"> <li>• Receives course applications by telephone, post, fax and email and registers students on courses using the ICE web-based registration systems and University student information system, CamSIS. Recording special needs of students appropriately</li> <li>• Ensures all relevant documentation received for Diploma and Advanced Diploma courses, contacting applicants as necessary, and informs Academic Programme Managers of Diploma and Advanced Diploma applications</li> <li>• Records special needs of applicants appropriately and refers to the ICE Disability Adviser or relevant Academic Programme Manager as appropriate</li> <li>• Notifies applicants and interested parties of application outcomes and ensures successful applicants receive relevant information.</li> <li>• Identifies applicants who may require information regarding attendance, language and immigration requirements and advising them accordingly</li> <li>• Checks course availability, often while on the telephone to the prospective student</li> <li>• Receives and records payment of course fees for applications received;</li> <li>• contacts applicants when financial transactions are declined by banks or further information is needed</li> <li>• Ensures all relevant applicant information has been transferred to CamSIS from ICE web based systems for the purpose of statutory returns, such as HESA. This includes making decisions on an applicant's ELQ status</li> <li>• Deals with student cancellations or student transfers in ICE systems as required, liaising with the Registry Data Manager as appropriate</li> <li>• Maintains course waiting lists and offering places to students on waiting lists as and when they become available</li> <li>• Ensures acceptance and waiting list information is sent to registered students where appropriate, either by automatic email systems or by post if required</li> <li>• Ensures that appropriate course materials and pre-course information is sent to registered students where appropriate, either by automatic email systems or by post if required</li> <li>• Contacts applicants to inform them if courses are cancelled and informing them of alternative possibilities</li> </ul>	
<p><b>Student services: monitoring and reporting</b></p>	<p><b>15%</b></p>
<ul style="list-style-type: none"> <li>• Carries out technical procedures on a weekly basis to ensure the smooth running of the admissions process, e.g. closing records in appropriate systems for unsuccessful applicants</li> <li>• Monitoring and where necessary issuing reminders, instigating and chasing instalment payments from students, raising invoices where necessary</li> <li>• Passing information to ICE Finance regarding the processing of payments and alerting them to outstanding debts</li> <li>• Verifies English language test reports for appropriate English language proficiency and liaises with the Language Centre, departments, Academic Programme Managers and</li> </ul>	

<p>applicants where appropriate regarding the assessment of language proficiency</p> <ul style="list-style-type: none"> <li>Monitoring course applications from students aged under 18 and alerting Programme Managers as required</li> <li>Monitoring applications requiring ground floor teaching accommodation at Madingley Hall and alerting appropriate staff when all ground floor teaching rooms have been allocated for a particular date(s)</li> </ul> <p>Compiling reports to inform appropriate staff regarding student requirements, including but not limited to disability information authorised by the student, disabled access, and at Madingley Hall, ground floor teaching rooms, disabled bedrooms, dietary requirements, additional accommodation and catering</p>	
<b>Bursary Applications</b>	<b>5%</b>
<ul style="list-style-type: none"> <li>Provides the Registry Admissions Manager with a list of all applications for bursaries for consideration, this involves checking that applicants satisfy relevant eligibility criteria and that all required documentation is in place</li> <li>Records the award of bursaries in the ICE web-based application system and ensures successful applicants receive notification</li> <li>Ensures the list of successful bursary applicants in the ICE booking system is kept up-to-date, this involves running regular reports to identify declined or lapsed awards</li> </ul>	
<b>Communications and Public relations</b>	<b>5%</b>
<ul style="list-style-type: none"> <li>The Admissions Administrators are the first point of contact for many prospective students therefore they must ensure that high standards of customer service and customer relations are maintained at all times</li> <li>Responding to queries and from the public in the UK and worldwide regarding courses, prices, availability, application process, location etc.</li> <li>Attempting to resolve problems and complaints promptly to avoid frustration and loss of goodwill</li> <li>Passing on efficiently and quickly any complaints that need to be dealt with by others, such as those of an academic or financial nature</li> <li>Liaising with Registry and programme management staff to inform them of student queries and feedback in order to improve course information prepared for students in MSt and ICE documentation</li> <li>Liaising with programme management staff on course planning in order to be able to better respond to student queries and proactively promote ICE courses when in conversation with prospective students</li> <li>Meeting regularly with ICE marketing and communication staff to ensure effective two-way communication relating to ICE publicity and promotional activities and input into relevant admissions sections on the ICE website</li> </ul>	
<b>Team working and collaboration with colleagues</b>	<b>5%</b>
<ul style="list-style-type: none"> <li>Close working with colleagues to ensure all duties of Admissions Administrators are covered in times of staff absence</li> <li>Close working with the Registry staff to share knowledge relating to the operation, management and development of registration, payment and student record systems</li> <li>Close working with the ICE Finance division regarding the accurate recording of payments and the following up of payments pending</li> </ul>	

## Person Profile

This section details the knowledge, skills and experience we require for the role.

<b>Education &amp; qualifications</b>	<ul style="list-style-type: none"> <li>Educated to A Level standard or equivalent</li> </ul>
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<b>Specialist knowledge &amp; skills</b>	<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>• Excellent written and oral communication skills, including the ability to communicate effectively with a broad spectrum of people within the University and the ability to produce written material (on-line and paper) to a high standard</li> <li>• Familiarity with computer databases and ability to input data quickly and accurately and ability to manipulate data</li> <li>• Excellent organisational skills</li> <li>• Ability to work in and across teams as well as ability to work independently</li> <li>• Ability to carry out instructions, responsively, efficiently and to consider whether such instructions are compliant with internal and external requirements</li> <li>• Ability to work efficiently in a busy team with sometimes conflicting priorities</li> <li>• A high level of computer literacy and an expert user of MS Office software</li> <li>• Able to quickly learn new records and reporting systems</li> <li>• A high level of accuracy in all aspects of work. Some of the data work cannot be independently verified and the post-holder is accountable for its integrity</li> </ul> <p><u>Highly Desirable</u></p> <ul style="list-style-type: none"> <li>• Knowledge of the University of Cambridge and how it works</li> <li>• Proficiency in CamSIS</li> <li>• Knowledge of the graduate admissions process and systems</li> </ul>
<b>Interpersonal &amp; communication skills</b>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with a broad spectrum of key contacts and general enquirers at all levels from within and beyond the University</li> <li>• Ability to work accurately and efficiently as part of a team to ensure effective flow of accurate and clear information</li> <li>• Good interpersonal skills: patience, diplomacy, tact, flexibility</li> <li>• Good telephone manner</li> </ul>
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>• Experience in a customer-orientated role</li> <li>• HE sector administrative experience, in records related role</li> </ul>
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>• A high degree of discretion, as dealing with confidential information</li> <li>• A flexible approach to work</li> <li>• Ability to work well under pressure</li> <li>• The ability to work with minimum supervision, to be well organised and to provide timely reports and plans both orally and in writing</li> <li>• Able to meet strict targets and deadlines</li> <li>• The ability to quickly gain a thorough understanding of how the University operates and an understanding of the regulations, both internal and external, relating to the remit of the sections</li> </ul>

## Terms and Conditions

<b>Location</b>	Institute of Continuing Education, Madingley Hall
<b>Working pattern</b>	Monday to Friday
<b>Hours of work</b>	Your normal hours of work are 36.5 hours per week. Office hours are 8.45am to 4.45pm on Monday and 8.45am to 4.30pm Tuesday to Friday with a half hour lunch break each day.

<b>Length of appointment</b>	Permanent
<b>Probation period</b>	6 months
<b>Annual leave</b>	Full time employees are entitled to annual paid leave of 7.2 weeks (or 36 days) inclusive of public holidays.  Paid holiday entitlement will increase by one day after nine years' unbroken service and thereafter by one additional day for each period of three years' unbroken service up to a maximum of four additional days after eighteen years' service.
<b>Pension eligibility</b>	Cambridge University Assistants' Contributory Pension Scheme (CPS)/NOW:Pensions Scheme.  Pension scheme details, including information about the legal requirement for the University to automatically enrol its eligible jobholders into a qualifying workplace pension scheme from 1 March 2013, is available at: <a href="http://www.pensions.admin.cam.ac.uk/">http://www.pensions.admin.cam.ac.uk/</a> .
<b>Retirement age</b>	The University does not operate a retirement age for assistant staff.

**The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.**

## Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. If you need further information, you may find the Right to Work page within the 'Applying for a job' section of the University's Job Opportunities pages helpful (please see <http://www.jobs.cam.ac.uk/right/have/>).

## Application Process

To submit an application for this vacancy, please click on the link in the 'Apply online' section of the advert published on the University's Job Opportunities pages. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

Please include details of referees who you are willing for us to contact before an interview if invited. If you upload any additional documents which have not been requested, we will not be able to consider these as part of your application.

The closing date for applications is 05 September 2017. Interviews will be held on Thursday 21 September 2017. If you have any questions about this vacancy or the application process, please contact ICE HR Administration at: [ICEHRAdministration@ice.cam.ac.uk](mailto:ICEHRAdministration@ice.cam.ac.uk).

## General Information

### The University of Cambridge

The University of Cambridge is one of the world's oldest and most successful Universities, with an outstanding reputation for academic achievement and research. It was ranked first in the 2011 QS World HR7 Further Information, Version 9, 31/10/14

University Rankings and its graduates have won more Nobel Prizes than any other university in the world. The University comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous colleges.

The University and the Colleges are linked in a complex historical relationship. The Colleges are self-governing, separate legal entities which appoint their own staff. They admit students, provide student accommodation and deliver small group teaching (supervisions). The University awards degrees and its faculties and departments provide lectures and seminars for students, determine the syllabi for teaching and conduct research.

There is much more information about the University at <http://www.cam.ac.uk/univ/works/index.html> which we hope you will find helpful.

## Institute of Continuing Education

Please go to our website at [www.ice.cam.ac.uk](http://www.ice.cam.ac.uk) for further information about the Institute

## What the University can offer you

One of our core values at the University of Cambridge is to recognise and reward our staff as our greatest asset. We realise that it's our people who have built our outstanding reputation and that we will only maintain our leading position in the academic world by continuing to attract and retain talented and motivated people. If you choose to come and work with us, you will find that we offer:

- **Excellent benefits** – You will be eligible for a wide range of competitive benefits and services, including numerous discounts on shopping, health care, financial services and public transport. We also offer defined benefits pension schemes and tax-efficient bicycle, car lease and charity-giving schemes.

We will help you balance your home and work life by providing you with generous annual leave entitlement and procedures for requesting a career break or flexible working arrangements if you need them. You will also have access to a range of well-being support services, including in-house Occupational Health and Counselling services. If you have childcare responsibilities, you may also benefit from the enhanced maternity/adoption pay, two nurseries and a holiday play scheme that we provide.

We are keen to welcome new employees from other parts of the UK and other countries to Cambridge. If you will be relocating to Cambridge on a centrally funded appointment of two years or more, you may be eligible for our relocation expenses scheme. The University Accommodation Service (<http://www.accommodation.cam.ac.uk/>) will also be available to help you find suitable rented accommodation and to provide advice on renting arrangements and local facilities, if required. In addition, certain academic and academic-related appointments are eligible for the Shared Equity Scheme which offers financial assistance with the purchase of living accommodation.

- **A welcoming and inclusive environment** - We will help you settle into your new role and working environment through a central University induction event, local induction activities and our online induction package. Where appropriate to your role, you will have a probation period to provide a supportive framework for reviewing your progress and discussing your training and development needs.

If you are relocating to Cambridge, you and your family will be welcome to attend the Newcomers and Visiting Scholars Group, which provides an opportunity to find out more about Cambridge and meet other people new to the area.

- **Extensive development opportunities** - The encouragement of career development for staff is one of the University's core values. We put this into practice through various services and initiatives, including:
  - A wide-range of training courses and online learning packages.
  - The Staff Review and Development (SRD) Scheme, which is designed to enhance work effectiveness and facilitate career development post-probation.
  - Leave for career and personal development, including long-term study leave for assistant staff and sabbatical leave for academic staff.

- The CareerStart@Cam programme, which supports assistant staff roles without higher education qualifications to develop their skills, experience and qualifications. Assistant staff may also apply for financial assistance for study which results in a qualification.
- Reduced staff fees for University of Cambridge graduate courses.
- The opportunity to attend lectures and seminars held by University departments and institutions.
- Policies and processes dedicated to the career development of researchers and the implementation of the principles of the Concordat, which have led to the University being recognised with an HR Excellence in Research Award by the European Commission.

You can find further details of the benefits, services and opportunities we offer can be found in our CAMBens Employee Benefits web pages at <http://www.hr.admin.cam.ac.uk/pay-benefits/cambens-employee-benefits>. A range of information about living and working in Cambridge is also available to you within the University's web pages at <http://www.jobs.cam.ac.uk/> and <http://www.hr.admin.cam.ac.uk/hr-staff/information-staff>.

## Equality of Opportunity at the University

We are committed to a proactive approach to equality, which includes supporting and encouraging all under-represented groups, promoting an inclusive culture and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post. We do not treat job applicants or members of staff less favourably than one another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

We have various diversity networks to help us progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, we were ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall's Workplace Equality Index 2013 and we hold an Athena SWAN silver award at organisation level for promoting women in Science, Technology, Engineering and Medicine.

We are supportive of staff with caring responsibilities, such as through our flexible working, career break and returning carers schemes. We encourage individuals to include details of any breaks in employment due to caring responsibilities in applications for employment so that these can be taken into consideration in assessments made, where appropriate.

## Information if you have a Disability

The University welcomes applications from individuals with disabilities and we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so, and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>.

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, Sheetal Kale, who is responsible for recruitment to this position, on 01223 746205 or by email on [ICEHRAdministration@ice.cam.ac.uk](mailto:ICEHRAdministration@ice.cam.ac.uk). Alternatively, you may contact the HR Business Manager responsible for the department you are applying to via [hrenquiries@admin.cam.ac.uk](mailto:hrenquiries@admin.cam.ac.uk).