



London South Bank University

LONDON SOUTH BANK UNIVERSITY
Vice Chancellor and Chief Executive: Professor David Phoenix

MARKETING RECRUITMENT & ADMISSIONS
ADMISSIONS OFFICER

REQ1502

The University

London South Bank University has over one hundred years of experience of providing high quality education for all types of students. Founded in 1892 as the Borough Polytechnic, it merged in 1970 with four other colleges to become South Bank Polytechnic and was granted University status in 1992. In 2003 it adopted the name London South Bank University. The University is a dynamic institution, internationally renowned for the vocational nature of its courses. It has a diverse multi-cultural population of around 23,500 students, of which 10% are international students, and some 2000 academic, professional service and support staff.

Situated close to Waterloo and London Bridge stations, London South Bank's main campus at Elephant and Castle in historic Southwark, is at the hub of local transport only minutes away from the professional, social and cultural facilities of central London and the arts centres on the South Bank.

Academic Structure

The University has seven schools of study:

- Applied Science
- Arts & Creative Industries
- Built Environment & Architecture
- Business
- Engineering
- Health & Social Care
- Law & Social Science

Teaching and the main administration is conducted at the Southwark Campus for all courses, except the professional courses in nursing, midwifery, health and social care, which are also offered at Havering.

Management Structure

The Chief Executive of London South Bank University is the Vice Chancellor who is supported by an Executive Team consisting of a Deputy Vice-Chancellor, two Pro Vice-Chancellors, Executive Director of HR, Chief Operating Officer, Chief Finance Officer, and the University Secretary.

The Executive provides support to University Board and the Vice-Chancellor in the execution of their responsibilities. The Executive engages in strategic planning for the University that will require increased awareness and exposure to developments outside the institution. The Executive has primary responsibility for development of proposals to the Board and for delivery of the medium term strategy.

In particular, the Executive makes recommendations to the Vice Chancellor on the following:

- The education character and mission of the University.
- The development and delivery of strategies to achieve the character, mission and goals of the university.
- The opportunities and challenges faced by the University and its subsidiaries
- The medium term strategy for approval by the Board

Members of the Executive are expected to act as a team and to conform to the values set out in LSBU's behavioural framework.

Below the Executive is an Operations Board.

The Operations Board comprises the collective senior management of the University. The Operations Board provides a vehicle to ensure effective oversight of, and accountability for performance management and detailed operational management.

Responsibility for operational management lies with each member of the Operation Board, but the Vice Chancellor expects that management responsibilities should be devolved to the lowest level commensurate with efficiency, effectiveness and accountability.

The Operations Board advises the Vice-Chancellor/Chief Executive on the following issues:

- The strategic leadership and overall management of the University.
- The development of an integrated corporate plan designed to deliver the vision and medium term strategy.
- The efficiency and effectiveness of the University's operations.

Members of Operations Board are expected to act as a team and to conform to the values set out in LSBU's behavioural framework.

In the first instance the LSBU Operations Board will comprise of:

The Executive; Deans of Schools; Director of Student Services; Academic Registrar; Director of Marketing; and Director of Estates and Infrastructure.

Academic Facilities

The Perry Library at the Southwark Campus houses over 400,000 books and provides access to over 12,000 journals in print and online. As well as staying open till midnight during term,

members of the University can access its electronic resources via the internet. The Learning Resources Centre provides over 400 personal computers on open access (also until midnight) together with training, help, and advice. There are also libraries and IT provision at the health campuses.

Leisure and Entertainment

The new Student Centre is home to a range of activities and support for students including the Students' Union which supports numerous societies ranging from cultural, such as African, Asian and Chinese, to the mainly social societies such as the D-Zone groups for those into dance music. An Athletic Union works within a central University Sports Academy, with a gym, fitness centre and sports hall located at the London Road building.

Accommodation and Student Welfare

Around 1,200 hall places are available close to the main campus at Southwark, with many rooms having en-suite facilities. The University guarantees accommodation to international students and gives priority to first and final year undergraduates.

JOB SPECIFICATION

Faculty/Department: Marketing, Recruitment & Admissions – Admissions

Job Title/Grade: Admissions Officer – Grade 5

Reporting to: Team Leader

Purpose of the post:

To ensure a speedy process from application to enrolment.

MAIN ACTIVITIES AND RESPONSIBILITIES:

1. To make admissions decisions in accordance with selection criteria developed through consultation with Admissions Tutors and the Faculty, and to communicate these decisions to the appropriate external body and the applicant.
2. To assist and advise members of academic staff, where appropriate, with particular regard to UK qualifications and their equivalence with overseas qualifications.
3. For those courses not dealt with centrally, to act as liaison between applicant and academic to ensure timely processing of applications.
4. To make preliminary fee assessments on all applications.
5. To respond to those applicant enquiries relating to admissions by phone, fax, or e-mail.
6. To supervise temporary members of staff over the busy Clearing period and to assist in the training and induction of new team members.
7. To undertake follow-up activities with applicants in order to maximise conversion rates.
8. To maintain, provide and analyse statistical information relating to the application process

for central, faculty, and departmental management and appropriate external bodies.

9. To create and maintain accurate records on the University databases.
10. General office duties including filing, photocopying, production of recruitment materials and documentation, answering correspondence, fax and email.
11. To assist in the application and validation processes for students that is required by the CRB and other statutory bodies.
12. Any other duties as required by the Head of Admissions.

SELECTION CRITERIA:

- A. Qualifications to at least Level 3 standard and Maths and English at minimum Level 2
- B. Relevant work experience. Experience in the HE sector will be an advantage
- C. IT literate, preferably including appropriate experience of a large multi-user database such as our student record system.
- D. A thorough understanding of the H.E. Application process and of UCAS, UKPASS and UTT.
- E. Experience of process improvement
- F. Able to demonstrate an understanding of and commitment to equal opportunities and diversity, and its practical application
- G. Able to work accurately and calmly under pressure
- H. Excellent oral communication skills
- I. Experience of delivering excellent customer service
- J. Excellent written communication skills
- K. Task-focused
- L. A team worker

Behavioral Competencies

Teamwork

- Create a working environment where sharing best practice and readily communicating knowledge and information is commonplace.
- Foster an environment which encourages colleagues to support each other to achieve common goals. Building and maintaining trust and cooperation within the team.

Communication

- Effectively communicate Admissions specialist knowledge in a comprehensible and accessible format, whilst tailoring information to meet the needs of the audience.
- Use communication opportunities to enhance the applicant journey, anticipating their

need for enhanced information and supplying it before it is requested. Remove barriers to enrich their experience.

Customer Service Excellence

- Actively seek feedback on your work and respond to it in a positive way that meets the needs of our students, staff, clients and partners.
- Display consistent professionalism when dealing with internal and external customers, and promote a standard high level of service. Endeavour to exceed customer expectations and build positive, trusting relationships.

Initiative

- Be willing to go beyond the normal constraints, and apply lateral thinking approaches to problem-solving. To question and challenge the status quo in ways which improve quality and performance.
- Be creative, aspirational and forward thinking in your approach to developing new ideas.

Please state clearly on the application form the post title and reference number for which you are applying.

Applicants should complete the enclosed application form in full addressing all the main activities and selection criteria for the post.

Long listed candidates will be asked to attend an assessment centre prior to interview.

Long listing will be conducted mainly on the basis of criteria A-F.

NOTES TO APPLICANTS

Please state clearly on the application form the post title and reference number for which you are applying.

Applicants should complete the enclosed application form in full addressing the main activities and selection criteria for the post. CV's should not be submitted.

CONDITIONS OF SERVICE

This post is graded at Grade 5. The full time salary range is £27,219 to £30,071 per annum, inclusive of £4,343 London Weighting per annum.

The basic working week will be 35 hours, with a one hour unpaid lunch break each day. The working week arrangements are Monday to Friday 9am to 5pm.

Annual holidays are 26.5 working days per annum plus all public and bank holidays.

The successful candidate will be expected to work outside normal hours, including some evenings and specific weekends during busy periods of the academic year. In particular there will be little opportunity for taking annual leave during the months of August and September, and annual leave during other busy periods will be subject to the operational requirements of the Admissions Office.

The successful candidate will serve a 20 week probationary period and an interim report will be made at the end of 12 weeks' service.

All appointments are subject to the receipt of references satisfactory to the University. It is standard procedure to apply for references only for the successful candidate.

Offers of appointment are subject to proof of permission to work in the UK in accordance with the *Immigration, Asylum and Nationality Act 2006* and original documentary evidence will be required.

The successful candidate will be required to complete a pre-employment medical screening questionnaire, and may be required to undergo a medical examination prior to a written offer of employment being made.

The University offers automatic membership to the Local Government Superannuation Scheme (LGPS) which is a defined benefit occupational pension scheme. The benefits under the Scheme are based on length of membership and final salary. Contribution rates vary according to the level of pensionable pay. Details of the contribution rates and pay bands, together with details of the Scheme can be found in the London Pensions Fund Authority (LPFA) document: <http://www.yourpension.org.uk/LPFA/In-The-Scheme/Guides--FAQs-and-Factsheets.aspx>

RETURN OF APPLICATION FORM

Please follow the instructions under the relevant vacancy on the LSBU website and upload your application form. You will receive an email confirmation that your application has been received.

A further letter will be sent only to short listed candidates. If you have not heard from the University within three weeks of the closing date, please assume your application has been unsuccessful.

EQUAL OPPORTUNITIES POLICY STATEMENT

The University is committed to equality of opportunity both as an employer and as an educational institution.

The University will promote good relations among its staff and students and will create conditions which contribute to the full development and potential of all its members.

NO SMOKING POLICY

Applicants will wish to note that the University has a no smoking policy which means that smoking will not be permitted anywhere in the University buildings.

