



New College  
of the Humanities

# Admissions Officer Job Description

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## POSITION OVERVIEW

<b>Department</b>	Admissions, Recruitment and Marketing
<b>Location</b>	St Katharine Docks, London
<b>Term</b>	Permanent
<b>Salary</b>	Up to £27,500 dependent on experience
<b>Benefits</b>	Generous benefits package including 25 days holiday allowance (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
<b>Start</b>	July 2021
<b>Reports to</b>	Head of Admissions

## PURPOSE OF ROLE

Reporting to the Head of Admissions, you will assist with the end-to-end admissions process for applications, from first contact to enrolment. You 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. You will work closely with other members of the admissions team and with academic colleagues to ensure an efficient and fair application process for all applicants.

## ABOUT THE COLLEGE

Founded in 2012, with the aim of providing the highest quality of education in the humanities and social sciences, New College of the Humanities at Northeastern has

established itself as a prestigious higher education institution based in the heart of London. We offer a unique and broad liberal arts-inspired curriculum with highly personalised teaching, including our gold-standard tutorial system. The College is undergoing an exciting period of growth, having become part of Northeastern University's global network in early 2019.

### DUTIES AND RESPONSIBILITIES

#### ADMISSIONS

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

#### OTHER DUTIES

- 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.

- To foster a positive work environment with a good team spirit, including the wider admissions, recruitment and marketing team and all other departments.

### QUALIFICATIONS AND EXPERIENCE

#### KNOWLEDGE, SKILLS & ABILITIES

##### Essential:

- Ability to work as part of a team and independently
- Excellent written and oral communication skills
- Well-developed organisational skills and time management skills, including the ability to prioritise and manage workload
- Ability to empathise and develop rapport with individuals applying to the College
- Diplomatic influencing and relationship-building skills, to work with others and to convert initial enquiries into successful enrolments
- A high level of attention to detail and accuracy
- Knowledge and understanding of UK Higher Education and an intrinsic belief in the value of Higher Education
- Knowledge of the UCAS application process.
- Knowledge of admissions in a UK university
- Experience of working with customers face-to-face, digitally and over the phone

##### Desirable:

- Experience presenting and conducting telephone campaigns
- Recent experience of processing Tier 4 applications and applying the UKVI regulations, including checking applicants' documentation.

#### EDUCATION, QUALIFICATIONS AND TRAINING

##### Desirable:

- Good undergraduate degree in the humanities

### APPLICATION PROCESS

Applications should be made via [this link](#) by 20.00 11 July. Please reference your application A00521. Participation in the equal opportunities section is encouraged, but voluntary.

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

## ADMISSIONS OFFICER JOB DESCRIPTION

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Due to the urgency of this role, applications will be reviewed on receipt and it is likely that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.

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. The College is **not** able to provide sponsorship on this occasion.