

FALMOUTH

UNIVERSITY

JOB DESCRIPTION

Job Title:	Applicant Services Officer
Grade:	This post has been evaluated at Grade 4
Responsible to:	UG & PG Senior Applicant Services Officer (Operations)
Date:	June 2021

Job Purpose

To contribute to the effective operation of the University's systems for the collection, storage, processing, reporting and analysis of applicant data and information relating to the 'applicant journey' from initial application through to enrolment and, within this remit, provide the highest quality professional services to applicants, staff and external stakeholders.

The post holder will be expected to develop uphold and comply with the University's policies, student information systems and business processes, and ensure that they effectively support the needs of applicants, staff and other stakeholders.

The post holder will be expected to work on his/her own initiative, without direct supervision, taking a pro-active approach to the efficient execution of his/her duties and responsibilities. They will also be required to act as a Level 1 User in liaison with UK Visas and Immigration (UKVI) on all matters relating to the Student Route Points Based System (PBS).

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with University's arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

Main Duties and Responsibilities

1. Manage all stages of the 'applicant journey' from initial application to enrolment and maximise the retention of applicants during the application cycle through timely and regular communication. Facilitating the most expedient turnaround times as possible to maximise conversion.
2. Maintain applicant records using the SITS relational database and paperless workflow, ensuring accuracy and currency of data.

3. Facilitate the conversion of applicants who have received an offer into acceptances in a timely manner.
4. To produce accurate and timely information, advice and guidance to applicants and other stakeholders, including but not limited to general course content, entry requirements and preliminary evaluation of suitability.
5. To process applications direct to the University and through UCAS; including but not limited to the coordination of interview schedules, making academic decisions based on set criteria, input and communication of academic decisions, verification of clearance checks and entry qualifications and the production of response letters.
6. To provide professional administrative and operational support to delegated members of academic departments and provide information and advice on the progress of recruitment to individual departments.
7. To produce and be responsible for the Confirmation of Acceptance for Studies (CAS) for International Students requiring a Student Route Visa in compliance with UKVI regulations. To also ensure that upon enrolment all UKVI regulations are complied with in relation to Student Route students.
8. Act in an advisory capacity on systems and processes related to applicants.
9. To collaborate effectively with other teams within the Sales, Events and Communications wider team and with Student Services, Departments and their administrators, other professional services and the academic body.
10. Provide input to continuous review and improvement of admissions processes and communications.
11. Provide guidance on policies, regulations and procedures to staff and applicants where appropriate.
12. To comply with all laid down policies and procedures with respect to the application process.
13. To assist with Open Days and other recruitment events as required, some of which may be scheduled on weekends.
14. There is a requirement to work some anti-social hours, within the Working Time Regulations, particularly in August during the Clearing period when no annual leave is to be taken.

General Duties and Responsibilities

1. To work within and actively support the equality and diversity policies and practices of Falmouth University.

2. To notify a more senior member of staff of any errors or concerns at the earliest opportunity.
3. To participate in the annual Performance Development Review process.
4. To ensure that the university's cross-cutting themes of partnership, equality and diversity and sustainability inform all activity related to the role.
5. To ensure communications systems and practices support effective management arrangements and promote good relations with staff and students.
6. To work within a framework of effective governance, ensuring compliance with relevant regulations, legislation/policies and procedures.
7. To be responsible for your own continuing self-development.
8. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.

Health & safety Requirements

In relation to health and safety, you are responsible for ensuring that:

- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety Requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

PERSON SPECIFICATION

Job title: **Applicant Services Officer**

Attributes	Essential requirements	Desirable requirements
Education and qualifications	A degree or equivalent work based learning.	
Experience and knowledge	Extensive recent administrative experience. Excellent record keeping skills using databases. Experience of providing excellent customer service and being service focused. Experience of complying with laid down policies, procedures and timescales.	Experience of working in an administrative HE or FE role, particularly in an admissions or student-facing team.
Skills and personal requirements	Strong working knowledge of Microsoft Office, in particular Word, Excel and Outlook, and experience of working with a wide variety of computer systems and packages. Excellent interpersonal skills and ability to communicate effectively and confidentially, verbally and in writing. Ability to work under pressure, maintain attention to detail and prioritise workload in a busy office in order to meet deadlines. Ability to work unsupervised and on own initiative as well as to work proactively as part of the team. Ability to build and sustain productive working relationships with key contacts to enhance work flow and quality	Experience of using the SITS student records database is highly desirable. A full driving licence valid in the UK would be an advantage, although not essential.

	Takes responsibility and accountability	
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