

## Admissions Adviser

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|-----------------------|-------------------------------------------------------|
| <b>Department:</b>    | Admissions, Student and Academic Services Directorate |
| <b>Grade/ Salary:</b> | Grade 4, £31,720 - £34,925                            |
| <b>Contract Type:</b> | Permanent                                             |
| <b>Hours:</b>         | 35 per week (Full time)                               |
| <b>Location:</b>      | New Cross, London                                     |

### Goldsmiths

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Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for disabled applicants. Please contact [hr-recruitment@gold.ac.uk](mailto:hr-recruitment@gold.ac.uk) to make your request.



## **The Admissions Team**

The Admissions Team sits within the Student and Academic Services Directorate. The team processes applications for Goldsmiths programmes with an emphasis on delivering an excellent applicant experience while recruiting sufficient students to fill available places. Admissions work alongside other Student and Academic Services Directorate teams and Recruitment Teams to maximise conversion of applicants to enrolled students.

### **Job description**

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Reporting to: Admissions Operations Manager

#### **Summary:**

The role of the Admissions Adviser is vital in ensuring that adequate numbers of students are admitted to Goldsmiths and that these students meet all entry requirements. The role is responsible for carrying out thorough quality assurance checks and making decisions on a range of applications in collaboration with academic Admissions Tutors. The role is, most importantly, responsible for providing exemplary customer care to applicants and in supporting them throughout the applicant lifecycle from point of application to arrival.

#### **Main duties:**

- To promote the activity of the Admissions Team by working across Student and Academic Services, professional service departments, academic schools, the Student's Union and external stakeholders;
- Contribute to the ongoing planning and implementation of excellent services for the enhancement of the student experience at Goldsmiths;
- Be committed to personal professional development, to ensure highest quality of service to students;
- Contribute to team work to ensure business continuity within the team following the failure of, or damage to, vital services or facilities;
- To support and contribute to recruitment and student activities such as open days, induction events and graduation ceremonies. This will include some weekend working;

- Receiving applications from UCAS or directly and maintaining all data relating to these applications on the Student Record System (Unit-e);
- The processing of applications as per the timetables and requirements set down by Goldsmiths Admissions Policy;
- Making decisions on applications to Goldsmiths using agreed criteria and processes;
- Liaising with colleagues in academic schools, to ensure that all stakeholders in the process of admitting students to the College are kept fully informed of the progress of applications, as well as the levels and categories of decisions, and are able to access all information required to assess applications;
- Initial verification of Home/Overseas fee status and assessment of qualifications and their equivalency;
- Advising Admission Tutors and other colleagues on non-standard/ international qualifications and using this information to inform decision making where pre-determined admissions criteria are in existence;
- Utilising MS Teams to keep in contact with team members on and off campus;
- Arranging applicant interviews;
- Communicating decisions to applicants via Clearing Houses or directly (as appropriate);
- Preparing and checking that applicant records meet all the relevant UKVI requirements prior to the issuing of a CAS;
- Answering queries relating to admission and the progress of applications to undergraduate, PGCE and postgraduate programmes and providing help with enquiries relating to study at Goldsmiths in general;
- Participating in the annual clearing process which will involve some additional hours and weekend working;
- Providing support for the enrolment and registration process to ensure that all students are fully enrolled;
- To make use of contextual data within the admissions process and advise colleagues in academic schools accordingly;
- To be responsible for the provision of a seamless customer care service to prospective students using a variety of communication (telephone, email, chatbot, in person etc.) methods including providing advice and guidance to applicants, admissions tutors, and external schools/colleges on acceptable

qualifications and appropriate admissions routes, for both undergraduate and taught postgraduate courses.

- Attending training courses and seminars as required;
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

## Person Specification

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Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

**A = Application form**

**C = Certificate**

**I = Interview**

**R = Reference**

**T = Test**

**P = Presentation**

|                                              | Category |
|----------------------------------------------|----------|
| <b>Essential Criteria 1 - Qualifications</b> |          |
| A good standard of education                 | A,C      |

|                                                                                                                                                                                  |     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
|                                                                                                                                                                                  |     |
| <b>Desirable Criteria 1 - Qualifications</b>                                                                                                                                     |     |
| Undergraduate degree or equivalent                                                                                                                                               | A,C |
|                                                                                                                                                                                  |     |
| <b>Essential Criteria 2 - Experience</b>                                                                                                                                         |     |
| Administrative experience (ideally gained in a Higher Education environment)                                                                                                     | A,I |
| Experience of dealing with a wide range of customers by telephone, email and face-to-face                                                                                        | A,I |
| Experience of solving problems, effectively and efficiently                                                                                                                      | A,I |
| Experience of using initiative in the performance of your duties and working without close supervision                                                                           | A,I |
| <b>Desirable Criteria 2 - Experience</b>                                                                                                                                         |     |
| Experience of working in Higher education admissions                                                                                                                             | A,I |
|                                                                                                                                                                                  |     |
| <b>Essential Criteria 3 – Knowledge</b>                                                                                                                                          |     |
| Experience and familiarity with computerised record systems, databases and detailed administrative processes                                                                     | A,I |
| Working knowledge of Microsoft Excel and MS Office                                                                                                                               | A,I |
| <b>Desirable Criteria 3 - Knowledge</b>                                                                                                                                          |     |
| Familiarity with current UKVI regulations in relation to student visas                                                                                                           | A,I |
| Knowledge of the UCAS process                                                                                                                                                    | A,I |
| <b>Essential Criteria 4 - Skills</b>                                                                                                                                             |     |
| The ability to learn, implement and supervise detailed and sometimes complex procedures                                                                                          | A,I |
| High levels of accuracy and attention to detail                                                                                                                                  | A,I |
| The ability to prioritise a wide variety of tasks, to strict deadlines                                                                                                           | A,I |
| Ability to communicate effectively with customers in writing, on the telephone and in person                                                                                     | A,I |
| Excellent communication and interpersonal skills to develop and maintain effective working relationships with staff in the immediate workplace, across the Department and beyond | A,I |

**Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.**

**August 26**

## Summary of Benefits

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If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- 3 days of volunteering leave per annum, plus parental and study leave allowance.
- Maternity, paternity, shared parental leave and adoption leave and pay
- Membership of USS or LPFA pension scheme, dependent upon grade
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

## Further information

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For more information about Goldsmiths, please visit: [www.gold.ac.uk/about](http://www.gold.ac.uk/about)

**Thank you for your interest in working with us, we wish you all the best with your application.**