Admissions Adviser

<table>
<thead>
<tr>
<th>Job Reference:</th>
<th>9273</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Student Recruitment</td>
</tr>
<tr>
<td>Grade/ Salary:</td>
<td>Grade 4, £27,687 - £30,629</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Fixed Term to 28th February 2022</td>
</tr>
<tr>
<td>Hours:</td>
<td>35 per week (Full time)</td>
</tr>
<tr>
<td>Location:</td>
<td>New Cross, London/WFH</td>
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Closing date for applications: **14th September 2021**
Interviews: **Week commencing 20th September 2021**

Goldsmiths

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.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.

![Stonewall Diversity Champion](image)

Passionate about advancing equality and celebrating diversity. Together, we are different.

![Disability Confident Employer](image)
Department of Student Recruitment

The Student Experience Directorate provides a central department with a focus on attracting and retaining the optimum number of students for Goldsmiths. The department’s mission is to ensure that students are engaged with Goldsmiths from the point of first considering the University as a destination, through the whole applicant and student journey, and that that engagement continues as they leave the university to become alumni.

The Department is made up of several sections:

1. Student Administration
2. Student Support Services
3. Careers and Employability
4. Student Recruitment (the section in which this role sits)
5. Library Services
6. Student Engagement
7. Market Intelligence

Job description

Reporting to: Admissions Coordinator

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 Student Recruitment department by working across Student Experience, professional service departments, academic departments, 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 the delivery of Student Experience frontline services – including advice and guidance through Student Advice and Information Desk as required and attendance at events including Open Days, Ceremonies, Corporate Events.
- 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 criteria agreed with the departments. The development of the admissions criteria will be a collaborative process, with designated staff in departments determining essential criteria and the Admissions Operations Manager providing advice and guidance on a range of qualification types and access;
- Liaising with colleagues in academic departments, 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;

• 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 departments 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, staff in departments, 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

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 this 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

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

For more information about the role, please contact James Miller, e-mail j.miller@gold.ac.uk.

**August 2021**
Summary of Benefits

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

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
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities
- Access to University of London facilities such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

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