JOB DESCRIPTION AND PERSON SPECIFICATION

LONDON
SCHOOL of
HYGIENE
&TROPICAL
MEDICINE

POST:	**Head of Admissions**
DIVISION / DEPT:	Division of Education / Registry
TYPE:	Full-time
GRADE:	PSP 6
RESPONSIBLE TO:	Head of Registry
RESPONSIBLE FOR:	Admissions Manager, Short Courses Manager and Scholarships Manager

GENERAL INFORMATION

About the School

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health. Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Founded in 1899 by Sir Patrick Manson, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. The School's multidisciplinary expertise includes clinicians, epidemiologists, statisticians, social scientists, molecular biologists and immunologists, and we work with partners worldwide to support the development of teaching and research capacity.

Research income has grown to over £85 million per year from national and international funding sources including the UK government, the European Commission, the Wellcome Trust and philanthropic sources.

Education programmes have grown to more than 1,000 London-based Master's and Research students, 2,900 studying Master's by distance learning and 1,000 on short courses and continuous professional development. We have also launched a series of free online courses, and more than 15,000 people registered on the first of these, Ebola in context. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies and health services.

The School is highly ranked in various university league tables. It was named as Times Higher Education's University of the Year in 2016 as well as the world's leading research-focused graduate school in the Times Higher Education World Rankings in 2013. In 2014, it was ranked in the top 10 universities in the world for citation rate by the new EU-supported U-Multirank database, fourth in the world for impact in medical sciences by the Leiden Ranking and third in the world for social science and public health in the US News Best Global Universities Ranking. According to the results of the UK government's Research Excellence Framework, published in December 2014, the School was ranked second overall (after the Institute for Cancer Research) on the key measure of impact.

The Division of Education

The Division of Education is led by the Pro-Director (Learning & Teaching) and the Academic Registrar. The Pro-Director (Learning & Teaching) is responsible for leading the strategic development of the School's education provision and maintaining oversight of its operational delivery. The Academic Registrar works closely with the Pro-Director and provides leadership of the School's student-facing support services in the Student and Academic Services Department.

The Division manages and supports the School's education provision (taught programmes and research degrees) by bringing together staff from the School's academic faculties and professional support staff, to maximise the quality of learning and teaching provision and to enhance the student experience. The School comprises three academic faculties that are responsible for developing and delivering the academic programmes: Epidemiology and Population Health (EPH), Infectious and Tropical Diseases (ITD) and Public Health and Policy (PHP).

The Student and Academic Services Department within the Division comprises seven professional support teams as follows:

- Careers
- Distance Learning Office
- Quality and Academic Standards
- Registry
- Student Advice and Counselling
- Teaching Support Office
- Technology-Enhanced Learning

The School presents unrivalled opportunities for postgraduate study of the major disciplines related to public health and tropical medicine and seeks to offer challenge, choice and student-centred learning. In accordance with the School's mission, the postgraduate teaching programme aims to contribute to an improvement in the health of individuals and populations, and to the advancement of medical and health sciences, both in the UK and internationally. The School is one of the autonomous colleges that form the federal University of London. On successful completion of their studies, students gain a University of London degree.

The School currently offers a range of taught master's degree programmes (18 face-to-face and 6 distance learning) and 3 research degrees (MPhil, PhD & DrPH), many of which can be studied on a full-time or part-time basis. In addition, a short study programme provides intensive advanced learning through a range of shorter continuing professional development courses. There is increasing emphasis on diversifying the methods of delivery (distance, eLearning) and on allowing students to mix these modes ('blended' learning).

Registry

The School's Registry has responsibility for supporting London-based teaching and research training programmes by maintaining and advising on strategy, policies, procedures and regulations; processing applications and applicant visas, admissions and registering students; managing scholarships and tuition fees, supporting students during their study, and administering assessments.

Further details, including a full list of Registry staff and an organogram can be found on our website:

https://www.lshtm.ac.uk/study/studentservices/registry-office

JOB DESCRIPTION

Job Purpose

The Head of Admissions will report to the Head of Registry and is responsible for delivery of a high quality, user-focussed admissions service for the School's face-to-face Master's programmes, research degrees and Continuing Professional Development (CPD) and Short Courses. Additionally, the Head of Admissions will oversee the School's scholarships and Trust Fund administration.

The post holder will have responsibility for managing three teams: Admissions, CPD Short Courses and Scholarships. They will ensure the delivery of high quality services that meet both external requirements and provide excellent customer service to applicants, students and School staff. The post holder will ensure that a fair and transparent admissions service is provided, and will be responsible for meeting targets as set by the Head of Registry and/or the School.

DUTIES & RESPONSIBILITIES

1. **STAFF MANAGEMENT & LEADERSHIP**

   1.1 To manage and lead the Admissions, CPD and Short Courses and Scholarships teams, overseeing the distribution of workloads and ensuring completion of tasks to required timescales and quality.

   1.2 To ensure the effective recruitment, induction, performance management and development of staff within the teams in-line with School policies and procedures, including undertaking performance and development reviews with team managers.

   1.3 To foster a culture of teamwork, cooperation and continual service improvement, offering solutions and taking the lead on identified projects as agreed.

   1.4 To manage annual and sick leave records for the team, providing regular reports as required, and ensuring adequate cover is provided at all times within the team and wider Registry.

   1.5 To ensure the delivery of excellent customer service across the teams and to ensure that team members fully participate in the Registry counter rota.

2. **KEY WORKING RELATIONSHIPS**

   2.1 To establish and maintain positive working relationships with a wide range of internal and external stakeholders including Admissions Tutors, Programme Directors, Faculty Research Degree Directors & Managers, Professional Service departments, etc.

   2.2 To participate in relevant internal and external working groups and committees, providing advice, guidance and expertise as required.

   2.3 To provide and receive complex, sensitive or contentious information, which will require strong communication, negotiating and influencing skills to secure agreement and/or cooperation.

   2.4 To provide timely and accurate information and reports in complex matters in an appropriate format to different audiences, to inform decision-making.

3. **ADMISSIONS, CPD & SHORT COURSES**

   3.1   To manage the School's application, admission and registration procedures for taught Master's, Research Degrees, Continuing Professional Development and Short Courses applications and undertaking casework as necessary.

   3.2   To provide advice and guidance to School staff and external stakeholders on the School's admissions regulations, policies and procedures, ensuring that these meet the needs of applicants, the School and external stakeholders (i.e. the Quality Assurance Agency and the Competition and Markets Authority etc.).

   3.4   To ensure that admissions regulations, policies and procedures are kept under review to ensure they are fit for purpose, and incorporate good practice from the sector.

   3.5   To produce timely admissions data and written reports to inform decision-making and make recommendations to internal stakeholders.

   3.6   To oversee and develop the School's paper-based and electronic application and related systems, ensuring they are fit for purpose and any developments are discussed with appropriate stakeholders.

   3.7   To conduct regular audits to ensure the consistency and accuracy of admissions decisions and fee status assessments.

   3.8   To manage the appeals and complaint process with regards admissions decisions and fee status assessments.

4. **SCHOLARSHIPS**

   4.1 To manage the School's full programme of scholarships and grants administration, including pre- and post-award, by overseeing the work of the Scholarships team

   4.2 To ensure full compliance with funders' requirements, contracts and regulations.

   4.3 Ensuring the timely advertising, delivery and administration of all scholarship and trust fund awards.

   4.4 Ensuring timely completion of end of year financial reconciliations of all awarded scholarships and grants to verify that monies are accounted for appropriately.

   4.5 To collect, analyse and interpret scholarship and grants application and award data in order to provide management information to internal stakeholders and committees to inform School decision-making.

5. **ANY OTHER DUTIES**

   5.1   To ensure the teams play an active role in the registration of new and continuing students, performing the appropriate eligibility checks to register students at the School.

   5.2   To ensure the teams play an active role in the organisation and support of the School's annual Graduation ceremonies.

5.3 To assist the Head of Registry with any project work, audits or reviews and to deputise in their absence as and when required.

5.4 To manage your own continuous professional development, internal collaborations and external networks, attending training and conferences as required, in order to contribute to service improvement and innovation.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post, but may be altered at any time in the future, as duties and responsibilities change and/or develop, providing there is full consultation with the post-holder.

The post holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Director of Professional Service.

The post holder will be responsible and accountable for ensuring all School policies, procedures, Regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process.

ASYLUM AND IMMIGRATION STATEMENT

The School will comply with the Immigration, Asylum and Nationality Act 2006, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to bring their passport (and visa if applicable) to interview so that it can be copied and verified.

This role does not meet the minimum requirements set by UK Visas and Immigration to enable sponsorship of migrant workers. Therefore, we cannot progress applications from candidates who require sponsorship to work in the UK

Further information about Certificate of Sponsorship and eligibility to work in the UK, can be found at: www.ukba.homeoffice.gov.uk/employers/points

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

POST: **Head of Admissions**

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Tested by* A = application; I = interview; T = Test

1. Qualifications	Essential (E) Desirable (D)	Tested by*
1.1 Hold an undergraduate degree or equivalent professional qualification.	E	A

2. Knowledge and Experience	Essential (E)/ Desirable (D)	Tested by*
2.1 Significant experience of working in higher education administration, a large part of which has been spent in the admissions field.	E	A, I
2.2 Leading and implementing high quality, customer focused administrative services in a complex organisation.	E	A, I
2.3 Experience of managing, leading and motivating a small team of staff.	E	A, I
2.4 Experience of developing, interpreting and implementing regulations, policies and procedures.	E	A, I
2.5 Evidence of working in partnership and building strong links with staff at all levels of an institution.	E	A, I
2.6 An excellent understanding of the UK Higher Education sector.	E	A, I
2.7 Experience of student funding, scholarships and grant management within Higher Education	D	A, I
2.8 Good knowledge and experience of Home Office student immigration visa policy, procedure and compliance.	D	A, I
2.9 Knowledge of relevant legislation (e.g. Data Protection Act 1998, Equality Act 2010).	E	A
2.10 Experience of using a large student database and extracting data for reporting purposes	E	A, I
2.11 Ability to lead and manage projects.	D	A, I
2.12 Experience of using the SITS student records system.	D	A, I

3. Skills and Abilities	Essential (E)/ Desirable (D)	Tested by*
3.1 Strong influencing and negotiating skills.	E	A, I
3.2 Ability to prioritise own workload and work flexibly to meet conflicting deadlines, often under pressure.	E	A, I
3.3 Ability to work as part of a team and independently.	E	A, I
3.4 Very strong attention to detail and accuracy skills.	E	A, I, T
3.5 Excellent verbal, written and presentation skills.	E	A, I, T
3.6 Excellent numeracy skills and the ability to produce and manipulate data.	E	A, T
3.7 Highly competent in a wide range of IT applications and software.	E	A, I

Compiled – 29/01/2018
Head of Registry