

## JOB DESCRIPTION AND PERSON SPECIFICATION

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<b>POST:</b>	<b>Admissions Administrator</b>
<b>DIVISION/DEPT:</b>	Division of Education / Registry
<b>TYPE:</b>	Full-time
<b>GRADE:</b>	PSP Grade 3
<b>RESPONSIBLE TO:</b>	Admissions Manager

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## JOB DESCRIPTION

### Job Purpose

The postholder will report to the Admissions Manager and will be responsible for the delivery of a high quality, user-focussed admissions service for the School.

The postholder will be responsible for processing enquiries, applications and registrations for the School's taught Masters, Research degree, Continuing Professional Development (CPD) and Short Course programmes.

### 1. Admissions

Under direct supervision of the Admissions Manager, the post holder will provide support to the School's admissions administration by:

- efficient and accurate processing of all postgraduate taught and research degree applications to the School by making routine initial checks according to established criteria and following up with applicants if further information is required.
- liaising with internal and external stakeholders to provide a unified and customer focused Admissions service,
- handling and responding to enquiries from applicants whether in person, by email, over the telephone, in relation to entry requirements, application amendments and the progress of individual applications, giving due consideration to data protection legislation,
- providing clear guidance to applicants on the process of applying to the School,
- inputting, updating and maintaining application information on the School's Admissions Portal and student records system (SITS),
- liaising with the Student Immigration & Compliance team to enable prompt processing of CAS application requests,
- liaising with the Scholarships team to assist scholarship processing deadlines,
- pre-arrival liaison with applicants and providing support to Registry colleagues with registration preparation activities,
- taking an active role in registering new students and checking their eligibility to register,
- striving for the highest levels of customer service and for operation excellence, contributing to

the development of School's admissions processes and procedures as part of the Admissions Team,

- proactively raising issues to the Admissions Managers or Head of Admissions, offering potential solutions where possible; and
- engaging in personal development and training, not only through attendance at recognised events but also through taking an active interest in the broader work of the School.

## **2. Continuing Professional Development (CPD) & Short Courses**

The post holder will also provide support to the Short Courses team. This involves helping to co-ordinate the Continuing Professional Development (CPD) and Short Course activities of the School, including the organisation and operation of the School's admissions processes by handling enquiries from academic staff, applicants and students.

## **3. Other Duties**

To provide support by:

- answering general enquiries at the Student Hub, via email or on the telephone,
- participating in registration sessions for new students throughout the year,
- providing support at the School's annual Graduation ceremonies,
- covering the duties of staff in the Registry during staff absences; and
- undertaking any other responsibilities or duties as reasonably delegated by the Head of Admissions, or his/her nominee.

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## **GENERIC DUTIES AND RESPONSIBILITIES OF ALL LSHTM EMPLOYEES**

This job description reflects the current 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, Academic Registrar or School Secretary.

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 process.**

## **ASYLUM AND IMMIGRATION STATEMENT**

**Cannot Sponsor.**

*The School will comply with current UKVI legislation, 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 email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.*

*This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.*

## 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.

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Tested by\* A = application; I = interview

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

2. Knowledge and Experience	Essential (E)/ Desirable (D)	Tested by*
2.1 Experience of working in higher education administration	D	A, I
2.2 Experience of interpreting and advising on regulations, policies and procedures	D	A, I
2.3 Knowledge of relevant legislation (e.g. GDPR, Equality Act 2010)	E	A
2.4 Experience of using a large student records database	D	A, I

3. Skills and Abilities	Essential (E)/ Desirable (D)	Tested by*
3.1 Ability to prioritise own workload and work flexibly to meet conflicting deadlines, often under pressure	E	A, I
3.2 Ability to work as part of a team and independently	E	A, I
3.3 Proven ability to provide an effective level of customer service	E	A, I
3.4 Very strong attention to detail and accuracy skills	E	A, I
3.5 Excellent verbal, written and presentation skills	E	A, I
3.6 Highly competent in a wide range of IT applications and software	E	A, I