

JOB DESCRIPTION AND PERSON SPECIFICATION

POST:	Admissions Administrator (Short Courses)
DIVISION/DEPT:	Division of Education / Registry
TYPE:	Full-time
GRADE:	PSP Grade 3
RESPONSIBLE TO:	Short Courses Manager

JOB DESCRIPTION

Job Purpose

The postholder will report to the Short Courses 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 Continuing Professional Development (CPD), Short Course programmes and Modules.

1. SHORT COURSES

To assist with the administration of the School's Short Course and Continuing Professional Development programmes, including the organisation and administration of application, admission and registration by:

- dealing with enquiries from students, applicants and Short Course alumni
- processing applications for admission to Short Courses and teaching programme modules
- liaising with applicants and sponsoring organisations
- producing offers of admission and other correspondence for applicants to Short Courses
- checking previous qualifications of applicants
- registering Short Course students
- liaising with Short Course organisers and course secretaries regarding Short Course arrangements
- issuing invoices to Short Course students and sponsors
- liaising with Registry and Finance Office staff regarding fee payments
- assisting with the review and closure of Short Courses accounts
- producing Short Course and teaching programme module certificates
- providing other clerical support for the recruitment of Short Course students
- assisting in the production of Short Course statistics
- maintaining and developing the Short Course filing system
- working with the Communications and Engagement team to update information on the Short Course webpages
- liaising with the Student Immigration & Compliance Officer to enable prompt processing of Short Term Visa Letters; and
- proactively raising issues to the Short Courses Manager or Head of Admissions, offering potential

solutions where possible

2. ADMISSIONS

Under supervision of the Admissions & Short Courses Managers, the post holder will provide support to the School's admissions team during peak times by:

- efficient and accurate processing of postgraduate taught and research degree applications
- liaising with applicants, 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, or 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 SITS; and
- conducting pre-arrival liaison with applicants and providing support to Registry colleagues with registration preparation activities

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.

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.

SALARY AND CONDITIONS OF APPOINTMENT

This post is full time, 35 hours per week (1.0 FTE) and permanent. The salary is on the Professional Services Salary scale Grade 3 in the range £26,974 to £30,453 per annum (inclusive of London Weighting). The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per annum inclusive. In addition to this there are discretionary "Wellbeing Days".

Membership of the Pension Scheme is available. The post is based in London at the London School of Hygiene & Tropical Medicine.

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

SHORT COURSES ADMINISTRATOR 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 (preferably SITS)	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