

JOB DESCRIPTION



Job Title: 2x Admissions Manager (1 Permanent and 1 Maternity cover)
Department: Registry
Faculty/Professional Service: Division of Education
Location: London
Reports to: Head of Admissions
Responsible for: Admissions Administrators x3 (shared)
Full Time/Part Time/Casual: Full Time
Grade: Grade 5
Overall Purpose of the job: The Admissions Manager is responsible to the Head of Admissions for delivery of Registry services for the School in relation to admissions to teaching and research training programmes of study. The post-holder will be jointly responsible for managing LSHTM's Admissions Team, ensuring the delivery of a high quality admissions service that contributes to the management and operation of the Registry. The post-holder will deliver a fair and transparent admissions service to LSHTM applicants and offer-holders, including responsibility for the delivery of targets as set by the Head of Registry.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

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.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

Our Values

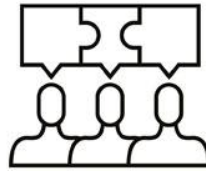
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

DEPARTMENT INFORMATION

Registry

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

Further details, including a full list of Registry staff and an organogram, can be found [here](#).

LSHTM operates a hybrid working model that enables employees splitting their working time between LSHTM buildings and either home or another suitable UK remote workplace. In line with that, all Registry staff are expected to attend London office eight days per month on average.

Main Duties and Responsibilities

Management & Leadership

To provide management and leadership to the Admissions team and service by:

- Taking the lead in co-ordinating training and development activity across the Admissions team;
- Co-managing the Admissions team's workload on a day-to day-basis and throughout the annual admissions cycle, setting timescales and quality objectives, and ensuring completion of tasks to those metrics;
- Co-managing the Admissions team staff by undertaking performance development reviews, one-to-one meetings, and progressing any disciplinary or capability issues as necessary;
- Acting as a role model regarding ethical and exemplary behaviour and establishing a culture of team work and co-operation within the Admissions team and wider Registry service;
- Leading service performance improvement, offering solutions, scoping, implementing improvements and taking a lead on development of identified areas where agreed;
- Overseeing the strategic planning of Admissions team projects, identifying potential impacts on other Registry services, the wider organisation and resource requirements;
- Overseeing short, medium and long term service improvement plans, achieving quality outcomes;
- Overseeing reviews and development of existing information management systems and processes;
- Leading annual reviews of School policies and procedures related to the Admissions team; and
- Co-managing IT systems relevant to the Admissions team, including the Admissions Portal, SITS, the Admissions email mailbox, internal websites, and external website.

Key Working Relationships

To establish and maintain key working relationships by:

- Establishing and proactively maintaining constructive relationships with a broad range of diverse internal and external stakeholders, including partnership institutions;
- Participating in relevant internal and external working groups/projects, services and initiatives to provide information and analytical advice and expertise;
- Presenting information and explaining highly complex issues to a wide range of internal and external stakeholders;
- Providing and receiving highly complex, sensitive or contentious information where there may be barriers to communication or where negotiating/influencing skills may be required to secure agreement or co-operation; and
- Providing timely and accurate information analysis and reporting in a suitable format for target audiences and in detailed reports to enable and enhance decision making at senior levels.

Admissions

Under the direct supervision of the Head of Admissions, support the School's admissions processes by:

- Taking responsibility for the effective and proactive delivery of the admissions process, including assessing application fee statuses, visa requirements, academic eligibility and English Language proficiency, reviewing decisions returned from Admissions Tutors to ensure that principles of fairness, transparency and consistency in admissions are adhered to, and processing offer and rejection letters;
- Providing expert guidance to applicants in regards to all aspects of the admissions process, liaising with offer holders to ensure they provide all necessary documentation required to meet their offer conditions;
- Using his/her own initiative with minimum supervision to proactively and flexibly prioritise workload against competing and shifting demands and the peaks and troughs of the admissions cycle;
- Using independent judgement to prioritise urgent/difficult cases and referring them on to senior colleagues as appropriate;
- Acting as a primary point of contact for Admissions Tutors and other colleagues involved in supporting admissions processes and providing admissions advice and admissions-related statistical information updates upon request;
- Maintaining oversight of the data integrity of applicant records within SITS and the School's Admissions Portal across the admissions team;
- Developing, introducing and overseeing mechanisms for identifying miscoding or other issues within admissions data;
- Identifying gaps in service provision to continue improving and innovate the admissions process;
- Taking collaborative decisions with Admissions Tutors on applicants who have not met their offer conditions (e.g. English Language) to ensure consistency in decision-making across the admissions cycle;
- Playing a key role in registration activities by ensuring the accurate and timely transfer of information from admissions to student records, checking new students' eligibility to register and providing advice to students with regards to any documentation needed in order for them to successfully register;
- Working with the Head of Admissions to implement external guidance that affects admissions such as the Consumer Markets Authority and Home Office regulatory changes;
- Reviewing and maintaining published information for applicants and prospective applicants, ensuring it is communicated in a timely manner throughout the admissions cycle;
- Leading the development of the Admissions Portal and relevant SITS areas as required;
- Creating and overseeing applicant communications, including scheduled and automated email templates; and
- Investigating complaints from applicants, ensuring timely and appropriate resolutions are reached, and escalating to the Head of Admissions when required.

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 consultation with the post-holder.

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

The post holder will be responsible and accountable for ensuring all LSHTM 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 and Development Review (PDR).

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.

Competency	Evidence	E / D
Education, Qualifications and Training	<ul style="list-style-type: none"> Educated to degree level or able to demonstrate equivalent professional experience 	E
Experience	<ul style="list-style-type: none"> Significant experience of working in higher education administration with an excellent knowledge of UK postgraduate admissions policy and procedures Experience of working within a regulatory framework, and of applying and advising on policy and procedure Experience of supervising staff Experience of developing process improvements and project management Proven experience of using a large database student records database such as SITS (or similar), including analysis of data and reporting functions and data manipulation tools Experience of giving training/briefing sessions to a group 	E E E E D
Knowledge	<ul style="list-style-type: none"> Specialist knowledge of tuition fee assessment criteria and experience of assessing the equivalence of international qualifications to UK qualifications Knowledge of relevant legislation (GDPR, Equality Act, CMA etc.) 	E E
General Skills and Abilities	<ul style="list-style-type: none"> Excellent verbal and written communication skills, including a high standard of written English Excellent interpersonal skills, including ability to establish strong working relationships with a wide range of stakeholders Excellent professional standards, including an ability to work with tact and diplomacy and remain calm under pressure Strong team leadership and management ability, including effective team working skills Highly developed organisational skills, with the ability to establish priorities and work to deadlines Proven ability to provide a high standard of customer service A commitment to high standard and excellent attention to detail Ability to prepare and analyse data with an exceptional eye for detail and the ability to identify trends 	E E E E E E E D

	<ul style="list-style-type: none"> • Proven ability to provide an effective level of customer service • Highly competent in a wide range of IT applications and software including Microsoft Office and the use of complex databases • A commitment to promoting equity and diversity and supporting an inclusive research, education and working environment 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>
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E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: October 2024

Salary and Conditions of Appointment

There are 2 posts available. One is permanent and the other is a maternity cover for upto 1 year. Both posts are full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 5 scale in the range £39,182 - £44,847 per annum pro rata (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 year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM 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.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found on the [government immigration rules page](#).