



Admissions Officer

At Regent's University London, we have a bold mission of reimagining education, and we're looking for talented and passionate people to help us do that. We're ambitious, collaborative and curious in how we approach our work, each other, and the education we give our students. Nestled in the heart of royal Regent's Park, Regent's offers a premium experience for staff and students. We champion an environment that cultivates possibility for everyone in our community.

Job description

Position details

Job title:

Admissions Officer

Grade:

E

Department:

Recruitment &
Admissions

Line Manager Job Title:

Admissions Manager

Job purpose

Admissions is on the frontline of the business. The team performs a key role in recruiting high- quality students from around the globe to Regent's University London. The Admissions Officers are responsible for the initial assessment of a student's suitability, working closely with the Recruitment and Sales team to counsel students and agents through the enrolment process and keep a close eye on recruitment targets.

The Admissions Officers have a wealth of knowledge on the Regent's University London degree offerings, will attend to every detail of an application, and will apply critical judgement to make the right decisions about who to admit to programmes. The Admissions Officers will ensure this is done at speed and that student, agents, sponsors and parents are kept in the loop and receive first-rate customer care.

The Regent's Way is a set of principles that guide our work and celebrate our unique offering – our strengths, our challenges and our commitment to continuous improvement.



We strive for excellence
We don't fear failure; we learn from it
We challenge ourselves



We're better together
We create synergy when we collaborate
We celebrate our successes



About people, cultures, ideas
We're inclusive and welcoming of new perspectives
We encourage learning and growth

Main responsibilities

- 1 Assess student applications to determine suitability for programmes.
- 2 Ensure a rapid turnaround of applications within the external service level agreement.
- 3 Check the authenticity of results/academic transcripts.
- 4 Provide structured advice and counselling to students and agents throughout the enrolment process.
- 5 Work closely with other Admissions colleagues, Recruitment and Sales colleagues, and other key internal and external stakeholders.
- 6 Data entry of student details and qualification onto student management system.
- 7 Produce offer letters for applicants and following up applications in a timely manner.
- 8 Proactively engage in planning, training and development activities.
- 9 Provide very high-quality information on the portfolio of programmes, reflecting the personalised approach of Regent's.
- 10 Support movement through the sales pipeline taking the lead to application and alerting the relevant staff member for quick turnaround time. Manage the central admissions inbox and support incoming phone queries to ensure student queries are responding to in a timely manner.
- 11 Incorporate the plans that are made by Head of Admissions, for which the post holder has the necessary experience and/or training.
- 12 Build and maintain effective and productive working relationships with colleagues, clients and third parties and support the University's values.
- 13 Work with others and behave in a way that supports the University's commitment to inclusion and diversity.
- 14 Contribute to building a vibrant campus community by taking real accountability, collaborating with colleagues across the university and constantly adding value. Foster an inclusive, sustainable and safe environment for all through our EDI, Health and Safety and B-Corp initiatives and policies.
- 15 To undertake any other duties that may reasonably be requested appropriate to the grade and responsibilities of the post.

Person specification

1. Position details

Job Title: Admissions Officer
Grade: E
Department: Recruitment and Admissions
Line Manager Job Title: Admissions Manager

2. Person requirements

Job requirements	Assessment criteria	
	(e)ssential	(d)esirable
Qualifications & training		
Relevant professional experience or degree equivalent.	E	
Experience		
Experience within a University admissions team or customer facing role.		D
Experience in assessing international education qualifications		D
Ability to build rapport and influence		D
Excellent telephone manner including a positive tone of voice and an ability to enunciate clearly	E	
Experience in a result focused and target driven environment		D
Knowledge, skills & competencies		
Ability to input data quickly and accurately	E	
An interest in customers and the ability to help them to achieve their goals	E	
Proactive, self-motivated, and ability to handle objections effectively.	E	
General attributes & personal qualities		
Team player with previous experience of coaching and training	E	
Multicultural outlook and interest in working with international students	E	
Shows initiative, manages own workload effectively, delivers against own commitments and follows through on tasks to completion in a timely manner.	E	
Produces high quality and accurate work that they routinely sense check. Sets, works to, and maintains high operational standards and is detail focused.	E	
Manages competing and conflicting priorities effectively, is calm under pressure and reprioritises own work to remain on course.		D

Ability to work well within a team and work collaboratively to ensure students are supported throughout the application process.	E	
Strong attention to detail	E	
Willingness to work flexible hours where required (including some weekends during critical periods)	E	
