

## Senior Admissions Officer

## The salary range for this position is £31,000 - £33,000

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## **Our College**

General Background(see also [www.fitz.cam.ac.uk](http://www.fitz.cam.ac.uk))

Fitzwilliam is a special and welcoming academic community committed to developing the talents of its students, supporting its Fellows, and the training and professional development of its staff. Fitzwilliam is one of 31 colleges within the University of Cambridge, and is a community of around 1,000 people, including undergraduates, postgraduates, Fellows and staff. The College is set in beautiful grounds on a large, seven-acre site within 10 minutes’ cycle ride of all the major University faculties and departments.

Our community is open and welcoming: each new individual who joins Fitzwilliam enriches our College and is encouraged to participate actively in College life. Principles of respect and fairness underpin all our work. Wellbeing is key to high academic and professional achievement and the College plays an important role in providing appropriate support in this regard, for students and staff alike.

## **Admissions**

The Admissions Office is responsible for Undergraduate admissions for the College and receives around 700 applications each year. We provide an essential service to the College in admitting talented students with potential - whatever their background - in line with strategic aims and targets. As the public face of the College we ensure a high level of customer service to UK schools and colleges through our contact with prospective students and applicants worldwide, and through our Outreach programme.

## **The Role**

The Senior Admissions Officer will provide support to the Admissions Tutors in the management and organisation of the day-to-day operation of the Admissions Office, ensuring a high-quality and timely admissions process to support large scale decision making and ensure fairness and transparency.

Under the guidance of the Admission Tutors, you will manage the admissions process. You will support the work of colleagues across the team by working flexibility and collaboratively, responding to peaks in the admissions cycle to ensure effective support to the Admissions Tutors and an excellent admissions process experience to all applicants. You will be responsible for ensuring best practice is shared and adhered to and also that compliance is met in relation to both internal and external regulations and policies, including GDPR.

This is a critically important role which requires initiative, strong administrative and technical skills as well as excellent interpersonal and management skills. You will use your admissions knowledge and experience to support the Admissions Tutors in exploring new ideas and reviewing processes. You will work as part of a collaborative and friendly team led by the Admissions Tutor for Arts and Admissions Tutor for Science and which also includes Admissions support, an Outreach Officer and Schools’ Liaison Officer. The team works closely together to ensure that the College encourages applications from, and admits, talented students from diverse backgrounds.

**Job Description**

**Managing the Admissions Office**

* Co-ordinate admissions administrative tasks in the office and ensure that all admissions and outreach activities are adequately equipped and supported.
* Act as a first point of contact for HR (eg co-ordinate staff annual leave, sick leave etc and contribute to staff appraisals). Provide induction and ongoing development support and training to team members.
* Attend Heads of Department (HoDs) meetings with the Admissions Tutors and represent the Admissions department on other committees/meetings as agreed with Admissions Tutors.
* Ensure that the entire Admissions process and Outreach operations is GDPR compliant.

**Process Applications**

* Process applications for admission to undergraduate courses via UCAS and CamSIS.
* Process test results and test scripts from Pre-Interview and At-Interview Assessments.
* Oversee and carry out detailed checking tasks during the applications process (eg applicant compliance with deadlines, ECF and disability notifications, interview times and dates, compulsory pooling criteria, assessment scores, and ensuring consistency between spreadsheet data).
* Create electronic (and skeleton paper) files for each individual applicant as appropriate
* Process other applications as necessary (eg Affiliate and Erasmus applications and applications for Choral/Organ and Instrumental Awards).

**Organise Interviews**

* Organise interview timetables and arrange interviewers in collaboration with Admissions Tutors and Directors of Studies (October – December).
* Organise interviews and any admissions tests for candidates and oversee their smooth running (November – December).
* Co-ordinate the admissions interview and test procedures and ensure that the admissions information is assembled and distributed to interviewers in good time.
* Organise and oversee the running of online or in person interviews (depending on Covid restrictions and future University decisions).
* Provide proactive support to the Admissions Tutors, Directors of Studies and Interviewers during the interview process
* Liaise with Director of Music and the Cambridge Admissions Office (CAO) in organizing interviews and accommodation for Organ scholar candidates (September)
* Process ‘payment for interviewers’ forms and forward to Accounts for payment.
* Administer the pooling and moderation process via CamSIS including the preparation and arrangement of possible Pool Interviews in January.
* Co-ordinate individual files for each applicant and collate information, when required, for submission with coversheet information for Winter (or Summer) pools.

**Decision Processing**

* Process decisions. Processing admissions decisions for organ scholar applications (September) and
* ensure that all decisions are loaded onto CamSIS at the end of the December interview round.
* Ensure all paperwork and electronic files are correctly filed. Ensure that all candidate files are complete (throughout the year).
* Prepare and check databases of candidates receiving offers and those rejected for email communication of decisions (January), in coordination with Admissions Tutors.
* Prepare and send out offer information to successful candidates (January).
* Process applications by overseas offer holders for the Cambridge Trust (January).
* Receive feedback requests, make database of requests and sort files for Admissions Tutors to use in writing feedback. Mail merge letters for sending.
* Determine Fee status of offer holders (March – June).
* Conduct DBS checks for Medicine and Veterinary Sciences offer holders (May/June).
* Prepare and present Financial Guarantees for Overseas Students to the Bursar for approval (May – July).
* Visa applications for Offer Holders (May – August)
* Process all exam results via CamSIS primarily in July/August and send decision letters to applicants.
* Prepare Adjustment files (August).
* Prepare files for the Summer Pool (August).
* Receive and refer any complaints to Admissions Tutors (throughout).
* Ensure all visa and fee status requirements are met by all offer holders before and at the time of their arrival in the College.
* Communicate with offer holders and respond to queries in a timely manner.
* Work with Tutorial staff to create and distribute the Freshers’ information packs.
* Work with the University’s Disability Resource Centre (DRC), Tutorial and Accommodation Offices to ensure that offer holders with disabilities receive appropriate additional support required when arriving at the College.
* Provide numbers and lists of confirmed undergraduate students to the Tutorial Office and all relevant members of the College. This includes the Porters, Housekeeping, Directors of Studies, Tutors, and the Bursary.
* Request and send out reading lists from Directors of Studies to confirmed students in late August / early September.
* Enter new students’ data into the College and University database (CamSIS).

**Other Duties**

* Build knowledge of the courses and admissions requirements for undergraduate degrees at Cambridge and knowledge of the application process.
* Build knowledge of specific requirements at Fitzwilliam, where these may differ from other colleges.
* Respond promptly and sensitively to routine admissions’ enquiries and obtain advice from the Admissions Tutors on non-routine enquiries. This will include responsibility for managing the Admissions mailbox and answering the telephone.
* Assist the Admissions Tutors, Outreach Officer and Schools Liaison Officer with College events including Open Days.
* Maintain admissions databases and prepare Admissions data for analysis.
* Respond to Admissions related freedom of information (FOI) requests and subject access requests.
* Oversee safeguarding during the admissions process (under the guidance of the College Safeguarding Officer)
* Keep up to date with the University’s admissions procedures and make sure that College procedures are compliant with these.
* Liaise with the Cambridge Admissions Office (CAO) and other admissions officers; attend Admissions Administrators meetings.
* Attend and take minutes for the Fitzwilliam College Admissions Committee.

**General**

* Process sensitive information, such as relating to disability and extenuating circumstances, with confidentiality and tact.
* In accordance with normal College practice, give general assistance when the Tutorial and Admissions Offices, or other office staff are under work pressure, coordinated by the Head of Tutorial Office and Admissions Tutors.
* Be prepared to work unsocial hours on occasion, particularly at peak admission times.
* Health and Safety: To comply at all times with the requirements of the College Health and Safety policy (including current social distancing and hygiene rules related to Covid-19) and positively contribute to maintaining a safe working environment.

**Senior Admissions Officer**

**Person Specification**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications,**  **Education** | * Educated to A level standard | * Educated to first degree level |
| **Skills, Knowledge,**  **Experience** | * IT literate to a high standard (including experience of Word and Microsoft Excel) * Excellent administrative skills with a strong ability to prioritise and attention to detail * Awareness of GDPR and issues of working with confidential and/or sensitive material. * Effective written and verbal communication skills * Experience in a similar role | * Experience of Cambridge Undergraduate Admissions process * Experience of using CamSIS or an equivalent University database |
| **Personal attributes** | * Have a good understanding of good ‘customer care’ practice – show tact and diplomacy when dealing with difficult situations and people. * Be organized, be prepared to learn and ask for advice / help and be flexible in approach * Be a good team member and contribute towards the overall objectives of the department * Be capable of liaising effectively between different departments within the College and University. * Have good management skills | * Interest in Widening Participation to Higher Education |

**Terms of Appointment**

**Tenure and Probation**

This is a permanent role and will be subject to satisfactory completion of a six month probationary period.

**Hours of Work**

Normal hours of work are 36.5 hours per week.

**Benefits**

33 days’ holiday (including Bank/public holidays), enrolment into a contribution Group Personal Pension scheme, free lunch on duty, car parking on site and use of College sports facilities (including the College gym).

**Pre-employment checks**

**Right to Work in the UK**

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

**Health Declaration**

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

**Qualifications**

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualificators.

**References**

Offers of appointment will be subject to the receipt of satisfactory references.

**Information if you have a disability**

The College welcomes applications from individual with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful to assist them during their employment.

## **Application Procedure**

Further details and an application form are available to download from:-

[www.fitz.cam.ac.uk/vacancies](http://www.fitz.cam.ac.uk/vacancies) or by telephoning Susan Kay on 01223 761050.

Applicants should provide a completed application form and a covering letter which outlines your suitability and experience which should reach Susan Kay, HR Officer, Fitzwilliam College, Cambridge CB3 0DG, e-mail [hr@fitz.cam.ac.uk](mailto:hr@fitz.cam.ac.uk) not later than 10am Tuesday 24 August 2021.

Interviews will take place w/c 31 August 2021.