



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Admissions Assessor and Administrator

Department/Division: Academic Registrar's Division (Undergraduate Admissions)

Accountable to: Admissions Officer (Undergraduate Admissions)

Job Summary

To support the work of the Undergraduate Admissions Office in providing a full professional administrative support service for all central Undergraduate Admissions functions, including, but not limited to:

- Processing applications
- Dealing with enquiries from applicants and staff
- Liaising with Admissions Specialists and internal LSE departments
- Being a proactive team member whilst ensuring personal tasks are completed to deadline.
- Upholding the principles of fairness, transparency and consistency that underpin the admissions process

Duties and Responsibilities

Communication

- To provide (by phone, written correspondence and in person):
 - applicants and enquirers with expert advice on all aspects of the admissions process, status of applications and clear guidance on the programme contents of the Undergraduate programmes offered at LSE
 - advice to Admissions Tutors and departmental staff on the equivalence of international qualifications, status of applications and all other aspects of the School admissions procedures
- To facilitate the progression of applications including requesting further information from applicants, schools and Admissions Tutors regarding an application
- To respond, by phone and written correspondence, to standard appeals and requests for feedback accurately and completely, minimising upward referral

Teamwork and motivation

- To be a proactive member of the Undergraduate Admissions Team participating in all areas and carrying out duties as required
- To liaise with team members and meet target objectives set by the Undergraduate Admissions Management Team
- To demonstrate a willingness to assist other members of the office as required
- To attend weekly team meetings to present a work update to all team members and contribute to the discussion points at the meeting
- On occasion, attend/stand in for other meetings or working groups within the ARD e.g. staff



briefings, and report back to the team as appropriate

Liaison and Networking

- To develop a strong working relationship with Admissions Specialists in the UG Admissions Office to ensure successful management of the application process
- To maintain good relations with academic and administrative departments and Tutors.
- To liaise with staff in other Departments including the Student Service Centre, Disability and Wellbeing Office, Student Recruitment and Exams & Ceremonies and exchange information
- To liaise with UCAS in order to resolve problems on an individual application to ensure the applications are processed accurately.

Service Delivery

- To process Undergraduate Admissions applications and forward to academic selectors within specified guidelines and time frames, ensuring that applications meet minimum entry requirements and verifying the suitability of applicants. This involves reading with attention to detail and making initial assessments on applications.
- To maintain the database of all applicants and update in accordance with procedures
- To participate at Undergraduate events as specified by the Undergraduate Admissions Management Team (e.g. Open Days), providing effective and efficient support to staff and applicants.
- To accurately process decisions and produce official letters for applicants within specified guidelines and time frames, ensuring that offers to applicants comply with School regulations
- To examine and interpret electronic transcripts and other official documents
- To ensure that customer service standards are met on the phone, in written correspondence and in person
- To suggest improvements for the consideration of the Undergraduate Management Team with regard to all processes and the published material produced by the office
- To apply new policy guidelines to admissions procedures as advised by the Undergraduate Admissions Management Team.

Planning and Organising Resources

- To plan, prioritise and organise your personal and team tasks, meeting both internal and external deadlines
- To undertake small project work within the Undergraduate Admissions team and/or ARD within guidelines and timeframe given by the Undergraduate Admissions Officer

Initiative and problem solving

- To take over specific tasks as required by the absence of another team member

Investigation, analysis and research

- To carry out a preliminary fee assessment of applicants whose fee status is unknown and refer them to the Admissions Officer for confirmation
- To keep up-to-date with the regularly produced overall statistics and produce ad hoc reports from the Admissions database to inform individual work planning

Coaching, development & instruction

- To provide guidance to new staff as requested by the Undergraduate Admissions Management Team
- To remain up-to-date with new developments in internal and external processes, and to share knowledge/expertise wherever needed
- To demonstrate a willingness to receive continuing training and development in the area of electronic application systems and procedures.



Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.