



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 post holder.

Job title: Senior Admissions Assessor and Administrator (Operations and Technical Support)

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, offer holders and staff
- Liaising with selectors and internal LSE departments
- Being a proactive team member whilst ensuring personal tasks are completed to deadline
- General support for the Undergraduate Admissions Management Team (UAMT) and deputising where necessary

There are three senior administrator roles within the Undergraduate Admissions Office. This particular role is focused on helping support the operational and technical activities of the team.

Each application to LSE will be different and every applicant unique. The office has a strongly customer-focused ethos with an emphasis on assisting people and their individual application journey.

Duties/Responsibilities

Communication

- To provide (by phone, written correspondence and in person):
 - applicants and offer holders with expert advice on all aspects of the admissions process, status of applications and clear guidance on the admissions process
 - advice to departmental staff on the equivalence of international qualifications, the 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 Specialists regarding an application
- To respond, by phone and written correspondence, to standard appeals and requests for feedback accurately and completely, minimising upward referral
- To assist the Undergraduate Admissions Management Team with responding to more complex appeals and complaints

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 motivate others in the team and encourage teamwork and a flexible approach to achieving the team's aims
- 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
- To represent the team at 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
- To liaise with the ARD Systems Team to ensure that the technical and operational requirements of Undergraduate Admissions are met and that any technical problems are identified and resolved quickly
- To participate in management discussions related to administrative policies and procedures within Undergraduate Admissions
- To liaise with staff in other departments including the Student Service Centre, Disability and Well-being Office, Student Recruitment and Exams & Ceremonies and to exchange information
- To liaise with UCAS on a regular basis in order to identify and resolve problems, ensure that applications are processed accurately and keep up to date with any regular maintenance tasks

Service Delivery

- To process Undergraduate Admissions applications and despatch to Admissions Specialists within specified guidelines and time frames, ensuring that applications meet minimum entry requirements and verifying the suitability of applicants. This involves making initial assessments on applications
- To maintain the database of all applicants and update in accordance with procedures
- To maintain the Undergraduate Admissions Sharepoint and update as appropriate
- To assist with the preparation of CAS for overseas offer holders
- To oversee data management (the recording of data into Salesforce and SITS) for Undergraduate Admissions on a day to day basis
- To check the offers made by the Admissions Specialists before they are transmitted to UCAS
- To oversee the maintenance of the Undergraduate Admissions section of the LSE website on a day to day basis
- To participate at Undergraduate events as specified by the Undergraduate Admissions Management Team
- To accurately process decisions and produce official communication for applicants within specified guidelines and time frames, ensuring that offers to applicants comply with School regulations
- To examine, interpret and verify electronic transcripts and other official documents
- To ensure that customer service standards are met on the phone, in written correspondence and in person
- To assist the Undergraduate Admissions Officer in managing the communication of decisions to applicants
- 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
- To assist the Undergraduate Admissions Officer and Undergraduate Admissions manager with additional tasks as required



Decision Making

- To follow procedures and verify and assess documentation in-line with stated procedures
- To actively participate in a rolling programme of improving undergraduate admissions procedures, putting forward suggestions for changes to office procedures, paper and online information resources and the admissions customer service strategy
- To participate in and co-ordinate team meetings

Planning and Organising Resources

- To plan, prioritise and organise your personal and team tasks, meeting both internal and external deadlines
- To undertake project work within the Undergraduate Admissions team within guidelines and timeframe given by the Undergraduate Admissions Management Team
- To develop new procedures to improve service delivery and compare with the status quo, taking training issues, consistency of service and efficiency into consideration
- To assist the Admissions Officer with the recruitment of new staff (including shortlisting and interviewing)

Initiative and problem solving

- To provide applicants and enquirers with immediate detailed expert advice and information on all aspects of the admissions process, in particular entry requirements, equivalence of international qualifications, fee status assessment: by phone, written correspondence and in person. Where necessary to provide advice on alternative options
- To assist the Undergraduate Admissions management team in handling more complex queries related to Undergraduate Admissions policies and procedures
- To take over specific tasks as required by the absence of another team member
- To identify trends and in particular when a problem might have wider implications for the applicant pool and to alert the Undergraduate Admissions Management Team with an outline of the issues and potential solution

Investigation, analysis and research

- To carry out research into competitor literature, services and web information
- To create data searches for the tracking and assembling of files for internal and external use.
- To keep abreast, and inform colleagues, of relevant changes in areas of legislation affecting the work of the office, such as the Equality Act 2010, Freedom of Information Act and Data Protection Act
- To analyse and evaluate new processes and external information to improve best practice at LSE
- To carry out a preliminary fee assessment of applicants whose fee status is unknown and to assist the Undergraduate Admissions Management Team with handling more complex fee queries
- 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

Pastoral care & welfare

- To support and supervise the Band 4 Undergraduate Admissions Administrators

Coaching, development & instruction

- To provide guidance and mentoring for the Band 4 Undergraduate Admissions Administrators and deputise for the Undergraduate Admissions Management Team where required
- To share expertise within the team particularly in specialist areas
- To supervise the work of the Band 4 Undergraduate Admissions Administrators where required



- To remain up-to-date with new developments in internal and external processes, and to share knowledge/expertise wherever needed
- To deliver training on specific areas of admissions processes to new and temporary staff. To suggest improvements to training modules and evaluation procedures
- To inform colleagues of relevant procedures and events in other teams arising from liaising with other teams.
- To demonstrate a willingness to receive continuing training and development in the area of electronic application systems and procedures.

Knowledge and Experience

- Detailed familiarity with all office procedures and wider admissions procedures
- A thorough understanding of the relationship between internal databases and web systems
- A good understanding of common errors to minimise the referral of problems upwards
- Familiarity with School regulations and requirements
- A detailed knowledge of all undergraduate programmes
- A strong understanding and experience of fee status assessment
- Understanding of the office's place in the School and relationship to other teams including how Undergraduate Admissions procedures feed into Registry procedures.
- A general understanding of current issues in Higher Education
- Excellent eye for detail and the ability to check and process applicant offers
- Experience of working closely with departmental administrative and academic staff

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.