



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: Senior Graduate Admissions Administrator (Global Partnership Programme and Visa Specialist)

Department/Division: Academic Registrar's Division - Graduate Admissions

Accountable to: Graduate Admissions Office Manager

Job Summary

The Graduate Admissions Office (GAO) is a busy environment, dealing with approximately 45,000 programme applications each year, over 90% of which are from non-UK applicants. Each application will be different and every applicant unique. The office operates a strong customer focused ethos with an emphasis on assisting people and not simplistic transactional processing.

The principal responsibility of the team is to ensure that the GAO provides a consistently effective and efficient transparent service to applicants applying to LSE and staff working in the admissions area.

Alongside your specialist responsibilities, as a member of the Graduate Admissions team you will be required to:

- check and amend records: input application data, update the Admissions database (SITS and Salesforce) with decisions and responses and log electronic files in/out of the office;
- carry out customer service functions, responding to enquiries, staffing the bookable enquiry Zoom sessions.

All Senior Graduate Admissions Administrators are required to develop an in-depth knowledge of what programmes are offered at LSE and how the many LSE application procedures work. Full training, a detailed procedural wiki and online support from other staff is always available.

The Senior Graduate Admissions Administrator (Global Partnership Programme and Visas Specialist) combines the general Graduate Admissions Office duties described above with a specialist knowledge of Global Partnership Programme (double/joint/exchange degrees) procedures and of the student visa/Confirmation of Acceptance for Studies (CAS) areas. This role has responsibility for the administration of double/joint/exchange programmes, issuing CASs and the day-to-day administration of the GAO student visa function in collaboration with the central International Student Visa Advice Team. Three staff work in the CAS generation area during March to September each year.

Below is an exhaustive list that covers every possible aspect of the job. To get a clearer idea, at least from an applicant's perspective, of what the office does, we recommend that you visit our website: <http://www2.lse.ac.uk/study/graduate/home.aspx>.



Duties and Responsibilities

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 (Graduate Prospectus level) of 200+ programmes
- A strong understanding and experience of fee status assessment
- Understanding of GAO's place in the school and relationship to other teams including how GAO procedures feed into Registry procedures.
- A general understanding of current issues in Higher Education

Specialist Role

- An expert knowledge of internal qualifications and the LSE requirements.
- An expert knowledge of offer processing, checking and auditing procedures.
- A detailed knowledge of student visa system and an expert knowledge of the GAO student visa administrative processes.
- Providing information to prospective applicants, applicants, offer holders and staff (both at LSE and partner institutions) by email, Zoom (and various online platforms) and in person
- Developing and maintaining office procedures and the procedural manual
- Maintaining and developing web and printed resources

Communication

- Provide applicants and enquirers with immediate, detailed expert advice and information on all aspects of the admissions process: by phone, written correspondence and in person.
- Provide applicants and enquirers with clear guidance on the programme contents of the 200+ graduate programmes offered at LSE: by phone, written correspondence and in person.
- Respond to complaints accurately and completely, minimising upward referral.

Specialist role

- To contribute to maintaining the specialist inbox: grad.dual.degree@lse.ac.uk and
- To draft, in collaboration with the Graduate Admissions Management Team (GAMT), the text for standard emails and letters and update them where required so that they are lucid and perform the required function.
- To answer enquiries received in a clear and appropriate manner providing accurate and up to date information.
- Utilise expert knowledge of all offer processing and checking procedures for specialist programmes.
- To write and send out termly electronic newsletters to successful applicants.
- To keep admissions procedures under constant review with a view to their being exhaustive, accurate, clear and up-to-date.
- To assist the GAMT in ensuring that relevant parts of the Graduate Admissions website and procedure manual are accurate and kept up to date.
- Provide expert detailed information on the student visa/PBS responsibilities of the GAO to enquirers, applicants, selectors and departmental staff: by phone, written correspondence and in person (March – September).



Teamwork and Motivation

- Be a proactive member of the Graduate Admissions team participating in all areas and carrying out duties as required.
- Liaise with team members and meet target objectives established by the School's planning committee (APRC) or set by the Graduate Admissions Management Team (GAMT).
- Motivate others in the team and encourage teamwork and a flexible approach to achieving the team's aims.
- Represent the team at ARD working groups and central administration meetings, such as staff briefings, and report back to the team.
- Supervise and provide support to new staff and seasonal staff in the absence of the Graduate Admissions Office Manager and other managers.

Specialist role

- Liaise with other GAO staff, departments and partner institutions in the coordination of specialist programme requirements.
- Liaise with other members of the GAO visa team in the coordination of CAS processing, checking and auditing.

Liaison and Networking

- Liaise with department administrators regarding the status of applications.
- Liaise with Graduate Admissions team regarding the status of applications.
- Support the Student Services Centre with the handling of Graduate Admissions enquiries.
- Liaise with applicants by email regarding the status of applications and admissions.
- Initiate and develop good working relationships with departmental admissions staff (administrative and academic).
- Liaise with the Disability and Wellbeing Office over applicant queries.

Specialist Role

- To liaise with the Global office, partner institutions, LSE academic departments and the LSE Student Services team to improve the administration of double/joint degree programme admissions processes.
- To liaise with the Student Services centre regarding immigration matters for applicants to double/joint degree programmes.
- Liaise with UKVI, UKCISA, the Student Services Centre and departments to resolve student visa problems.

Service Delivery

- Input Graduate Admissions applications and despatch to academic departments within operational targets ensuring that applicants are qualified and that the requisite documentation is present and authenticated.
- Maintain the database of all applicants and update in accordance with the procedural wiki.
- Provide applicants and enquirers with immediate detailed expert advice and information on all aspects of the admissions process: by phone, written correspondence and in person.



- Provide applicants and enquirers with clear guidance on the programme contents of the graduate programmes offered at LSE: by phone, written correspondence and in person.
- Undertake and maintain electronic files and documentation as required.
- Participate at Graduate events, including open days and online events, as specified by the Head of Admissions.
- Process requests for application material within operational targets.
- Answer emails in accordance with the parameters established in the customer service strategy.
- Accurately process decisions and produce official letters for applicants within operational targets.
- Examine and interpret transcripts and other official documents.
- Actively put forward process improvements for the consideration of the Head of Admissions.
- Evaluate and put forward improvements for all published material produced by the Graduate Admissions Office.

Specialist Role

- Process, check and audit offers.
- Liaise with UKVI, UKCISA, International Student Visa Immigration Team, Registry and departments to resolve student visa problems (March – September).
- To annually review in conjunction with the GAMT the contents and language used in relevant database letters relating to the double/joint and research exchange programmes.
- To draft and circulate termly e-newsletters to offer holders.
- To plan several welcoming and information sessions delivered to double degree offer holders and students through the year.

Initiative and problem solving

- Provide applicants and enquirers with immediate detailed expert advice and information on all aspects of the admissions process, in particular student visa/CAS, entry requirements, equivalence of overseas qualifications and fee status: by phone, written correspondence and in person. And where necessary to provide advice on alternative options.
- Provide applicants and enquirers with clear guidance on the programme contents of the graduate programmes offered at LSE: by phone, written correspondence and in person. And where necessary to provide advice on alternative options.
- Provide expert detailed advice to selectors and departmental staff on the equivalence of international qualifications (150+ education systems), status of applications, setting of offer conditions and all other aspects of the School admissions procedures: by phone, written correspondence and in person.
- Contact service engineers when necessary for maintenance of office equipment as requested by the Head of Admissions.
- Take over specific tasks as required by the absence of another team member.
- Recognise trends and in particular when a problem might have wider implications for the applicant pool and to alert the Head of Admissions with an outline of the issues and potential solution

Investigation, analysis and research

- Use standard audit reports for data cleaning and to suggest new reports to identify potential problem.
- Create data searches for the tracking and assembling of files for internal and external use.
- Carry out general fee assessment.
- Keep abreast and inform colleagues of relevant changes in areas of legislation affecting the work of the office, such as the Freedom of Information Act and Data Protection Act.



- Carry out research into competitor literature, services and web information.
- Analyse and evaluate new processes and external information to improve best practice at LSE.
- Consider new facilities/services offered by suppliers and to evaluate their potential effectiveness within GAO.

Specialist Role

- Keep abreast and inform colleagues of relevant changes in areas of legislation affecting student visa/CAS.
- Contribute to the creation of surveys for data collection within internal and external populations (e.g., selectors, applicants, enquirers)

Planning and organising resources

- Plan, prioritise and organise your personal and team tasks to meet internal and external turnaround times and deadlines.
- Undertake project work (including investigation, analysis and research) within the Graduate Admissions Office, within the overall guidelines and timeframe agreed by the Head of Admissions.
- Manage the competing demands of a large workload, prioritising effectively and identifying tasks suitable to be delegated.
- Develop new procedures to improve service delivery and compare with status quo, taking training issues, consistency of service and efficiency into consideration

Coaching, development & instruction

- Provide guidance and mentoring to new staff and temporary agency staff as requested by the Head of Admissions, particularly with regard offer processing student visas.
- Share expertise within the team particularly in specialist areas.
- Remain up to date with new developments in internal and external processes, and to share knowledge wherever needed.
- Deliver training on specific areas of admissions processes to new and temporary agency staff as requested by the Head of Admissions.
- Suggest improvements to training modules and evaluation procedures.
- Take joint ownership of the Graduate Admissions Procedural Wiki.
- Inform colleagues of relevant procedures and events in other teams arising from liaising with other teams.

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.