



Candidate Information

Position:	Head of Admissions and Access Service
School/Department:	MRCI Directorate Office
Reference:	18/106778
Closing Date:	Monday 1 October 2018
Salary:	£51,630 - £59,828 per annum (potential to progress to £65,361 per annum through sustained exceptional contribution)
Anticipated Interview Date:	Wednesday 10 October 2018

JOB PURPOSE:

The Admissions and Access Service is one of five units in the Directorate of Marketing, Recruitment, Communications and Internationalisation: Admissions and Access Service, Domestic Recruitment and Events, International Recruitment, Public Engagement Unit, and Strategic Marketing and Communications

The Directorate has a pivotal role to play in providing pro-active and professional services to support the achievement of the University's challenging ambitions as set out in its Vision 2020 strategy and in the Corporate Plan 2016-21.

Admissions and Access provides a centralised application service for all full-time undergraduate and postgraduate degree programmes for students from around the world (Northern Ireland and EU, Great Britain and International) and works in partnership with colleagues in Professional Services and in Faculties to support their recruitment activities.

The Head of Service is a critical position and the holder has responsibility for the leadership of the Service, providing strategic direction to its activities. Key to this is delivering an outstanding experience for potential applicants and applicants, tailored to individual audiences, in order to achieve the targets set out in the ambitious recruitment strategies, while at the same time facilitating effective and efficient governance and continuous improvement of processes, procedures and systems.

MAJOR DUTIES:

1. Responsible for the long-term strategic direction of the Admissions and Access Service, ensuring a pro-active and innovative/creative response to all internal and external developments and challenges, at a time of rapid and unprecedented change.
2. Lead on and manage appropriate change and development within the Admissions and Access Service. This will include devising and taking forward an action plan in response to the recent Admissions Review.
3. Implement, monitor and review end-to-end processes and procedures required to maintain business continuity and manage the high level of risk and complexity associated with admissions activities, including, for example, control of intake numbers (where applicable), UKVI, AccessNI, CMA and GDPR requirements and be answerable for any possible breaches.
4. Overall responsibility for admissions policy to ensure best practice and compliance with internal and external requirements, standards, regulations and codes of practice. Also take the lead in development and review of the University's approach to new and existing qualifications.
5. Maintain and develop relationships with a wide range of internal and external stakeholders, working collaboratively with colleagues across the University to plan and promote an integrated approach to the provision of services to and recruitment of students.
6. Foster a strong culture of excellent customer service and delivery, anticipating evolving needs/expectations, identifying opportunities and facilitating change.
7. Maximise the effective use of human, financial and IT resources in successful delivery of Corporate, Directorate and Service strategic aims and objectives and completion of major tasks.

8. Oversee the provision of statistical information and its analysis, in support of a wide range of requests and requirements, including corporate admissions reporting.
9. Keep fully up-to-date with international, national and regional developments through effective networking and participation in external groups, using the knowledge and insights gained to enhance the Service.
10. Contribute significantly to the overall management of the Directorate and to University wide projects and priorities, which will include academic planning, through the provision of specialist expert advice in the area of admissions.
11. Other duties or projects as determined appropriate by the Director.

Planning and Organising:

1. Shape the strategic direction of Admissions and Access, planning and organising the activities of others to support Directorate and University objectives.
2. Provide leadership within Admissions and Access and wider Directorate, self-motivated and operating with a high level of independence.
3. Operate within broad guidelines and policies set by the University, but have a significant amount of discretion over own work.
4. Establish objectives which are fully aligned with strategy and robustly manage and monitor progress.
5. Manage work to meet the University's corporate needs and business cycles.

Resource Management Responsibilities:

1. Responsibility for managing all staff and non-staff budget arrangements for Admissions and Access.
2. Responsible for the line management of staff in the Service: setting objectives, monitoring progress, managing performance against agreed targets, leading the appraisal process and proactively managing absence.
3. Advise and plan for future resource requirements, using management reporting mechanisms to inform return on investment decisions.

Internal and External Relationships:

1. Advise senior management on matters relating to Admissions and Access.
2. Build and maintain positive relationships with a wide range of internal and external stakeholders, playing a representative role for the University as required.
3. Establish and deliver the highest standards of customer care.

ESSENTIAL CRITERIA:

1. Honours degree (or equivalent qualification).
2. Substantial relevant professional experience in a senior leadership/management role in a Higher Education Admissions and Recruitment environment.
3. Experience of managing a team of senior level professional staff.
4. Experience of budgetary control and financial planning.
5. Involvement in the development and implementation of IT projects to improve business processes.
6. Evidence of effectiveness in addressing strategic challenges combined with strong planning and implementation skills.
7. Extensive experience and success in embracing and promoting change to achieve objectives, and improve performance
8. Demonstrated delivery of customer service of the highest standards to a wide range of stakeholders.
9. A comprehensive knowledge and understanding of the rapidly changing operation and culture of HE and in particular of developments which impact on UG and PG admissions, including application systems, legislation, government policies and regulatory frameworks.
10. Wide ranging expertise in UK, EU and International qualifications.
11. Excellent oral and written communication skills.
12. Excellent interpersonal skills with ability to influence across all levels in a large and complex organisation to drive key initiatives.
13. Ability to adjust to multiple demands and shifts in priorities.
14. Ability to motivate, mentor and develop staff; create a collaborative team approach and build positive working relationships.
15. Ability to deliver to high standards under pressure.
16. Strong personal drive to meet targets.
17. Ability and willingness to work extended hours, including evenings and weekends, particularly over the Confirmation and Clearing periods in August and September.

DESIRABLE CRITERIA:

1. Relevant postgraduate/professional qualification.

2. Relevant continuous professional development.
3. Proven record of successful project management.
4. Experience of implementation of compliance and legislative requirements involving a range of stakeholders.
5. Energy and passion for Admissions and Access with a strong belief in the value of Higher Education and the ability to instil this in others.