

Candidate Information

Position:	Head of Admissions and Access
School/Department:	Admissions and Access
Reference:	24/112227
Closing Date:	Monday 14 October 2024
Salary:	£62,087 - £71,945 per annum
Anticipated Interview Date:	Monday 28 October 2024

JOB PURPOSE:

The Head of Admission and Access leads the Admissions and Access Service, providing strategic direction to deliver an outstanding experience for potential applicants and applicants, achieve ambitious recruitment targets, and ensure effective governance, best practices, and continuous improvement of processes and systems.

The Admissions and Access Service provides a centralised application service for all full-time undergraduate and postgraduate degree programmes for students from around the world (Northern Ireland, Republic of Ireland, Great Britain, EU and International) and works in partnership with colleagues in Professional Services and in Faculties and Schools to support their recruitment activities and to shape the annual intake of students for the University. The Service comprises fifty-one staff across three teams: Undergraduate and Postgraduate Home and EU Admissions, International Admissions, and Data and Systems.

The Service is one of five units in the Directorate of Academic Services: Admissions and Access Service, Student Administration and Systems, Academic Affairs, Centre for Educational Development, and The Library. The Directorate has a pivotal role to play in providing proactive and professional services to support the achievement of the University's challenging ambitions as set out in its Strategy 2030. The Head of Admission and Access is a member of the Academic Services Senior Leadership Team and helps lead and shape the strategic direction of the Directorate.

MAJOR DUTIES:

1. Responsible for the long-term strategic direction of the Admissions and Access Service, ensuring a proactive and innovative 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 working proactively with key internal and external stakeholders to ensure continued transformational digital innovation for operational effectiveness and improvement to the user experience.
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 responsible for ensuring appropriate governance and accountability.
4. Contribute significantly to the overall management of the Directorate and to university wide projects and priorities, including academic planning, through the provision of specialist expert admissions advice.
5. Oversee the provision of statistical information and its analysis, in support of a wide range of requests and requirements, including corporate admissions reporting.
6. Overall responsibility for admissions policy to ensure best practice and compliance with internal and external requirements, standards, regulations, and codes of practice.
7. Maintain and develop relationships with a wide range of internal and external stakeholders, collaborating with colleagues across the University to plan and promote an integrated approach to the provision of services to and recruitment of students.
8. Foster a strong culture of excellent customer service and delivery, anticipating evolving needs/expectations, identifying opportunities, and facilitating change.

9. 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.
10. 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.
11. Other duties or projects as determined appropriate by the Director.

ESSENTIAL CRITERIA:

1. Honours degree (or equivalent qualification).
2. Substantial relevant professional experience in a senior leadership/management role in a Higher Education Marketing, Recruitment or Admissions environment.
3. Experience of leading, developing and managing a high-performing professional team to achieve targets and deliver excellent customer service.
4. Experience of budgetary control and financial planning for operational delivery.
5. Extensive experience and success in embracing and promoting change to achieve objectives and improve performance. This should include leading change in business processes, and the use of information technology and systems with a view to enhancing the user experience, management information and associated records and reporting.
6. A comprehensive knowledge and understanding of the rapidly changing operation and culture of HE and of developments which impact on UG and PG admissions, including application systems, technology developments, legislation, government policies and regulatory frameworks.
7. Demonstrated delivery of customer service/high quality user experience to a wide range of stakeholders.
8. Excellent oral and written communication skills with the ability to share complex information to a wide range of audiences.
9. Excellent interpersonal skills with ability to influence across all levels in a large and complex organisation to drive key initiatives.
10. Able to work well under pressure, to prioritise and cope with competing deadlines and deliver to high standards.
11. Able and willing 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. Proven record of successful project management from business case development to implementation.
3. Experience of adapting business delivery to respond to critical incidents ensuring business continuity and maintaining high standards of service quality.
4. Experience of implementation of compliance and legislative requirements involving a range of stakeholders.

ADDITIONAL INFORMATION:

Informal enquiries can be directed to: Paul Morgan - p.morgan@qub.ac.uk