1. Job Details
Job title: Head of College Undergraduate Office
School/Support Department: CHSS Undergraduate Office
Line manager: Deputy College Registrar

2. Job Purpose
To lead, manage and develop the College Undergraduate Office; to provide specialist advice and contribute to UG strategy and policy development; to direct the ongoing development of all aspects of undergraduate admissions and induction processes.

3. Main Responsibilities

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<th>Approx % of Time</th>
<th>Main Responsibilities</th>
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<td>1. Leadership, management and development of undergraduate team: 4 administrative, 13 clerical and 4 temporary staff including direct line management of 3 administrative staff. The post holder must ensure that a fully professional and customer focussed service is delivered at all times through efficient, competent and confident management and direction. Post holder is the principal representative of an office which receives more than 35,000 UCAS applications from students from more than 50 different countries and attracts significant internal and external scrutiny.</td>
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<td>2. Support to the College and central university: coordinating the annual student intake target setting exercise in the College, providing analysis of trends in admissions to support target setting and detailed monitoring of progress and management of admissions in order to meet targets; membership of Recruitment &amp; Admissions Strategy Committee, Open Day Planning Group and other university level recruitment and admissions committees and working groups; and liaison with the other Colleges and university support departments as required.</td>
<td>15%</td>
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<td>3. Management and development of College UG admissions and induction processes: leading development, supervision and review of selection procedures and policies; supervision and guidance of admissions selection decisions and appeals through leading the Admissions Executive; development of reporting systems to ensure the regular provision of management statistics to the College Office, central planning section, Schools and external organisations including SEED; close liaison with University Admissions Service Manager, UCAS and all partner organisations to ensure the office keeps pace with internal and external developments.</td>
<td>20%</td>
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<td>4. Coordination of College UG Recruitment activities: managing annual production of the UG Prospectus and representing the College on it’s editorial board; overseeing the development and updating of College recruitment and admissions guidance and publicity material; leading a team of administrative staff in providing support and guidance to College and School admissions liaison staff and coordinating College representation at University Open Days; representing the College/University at UK and international recruitment events, conferences and professional seminars.</td>
<td>18%</td>
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<td>5. Direct responsibility for administration of admissions processing in two schools including providing guidance to enquirers, making selection decisions, providing statistical reports, giving administrative support to Programme Coordinators and Heads of School and feedback to unsuccessful applicants and schools, thereby ensuring the fair and efficient processing of all applications.</td>
<td>17%</td>
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<td>6. Support to the Executive Dean (Resources), Associate Dean (Admissions) and Deputy College Registrar, including development and review of CHSS UG recruitment strategy and admissions policy and working closely with the Associate Dean (Admissions) in the production of the College annual Admissions Report.</td>
<td>10%</td>
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7. Any other duties as directed by Deputy College Registrar. 5%

4. Planning and Organising
• Direct office and team planning on a daily, weekly, monthly and yearly basis and build in flexibility to allow response to problems and developments particularly related to output from external organisations such as UCAS/GTTR.
• Long-term strategic planning and review of UG recruitment and admissions policies and procedures to ensure the office keeps pace with and is prepared for changes and developments at local, national and international levels.

5. Problem Solving
• Anticipating and responding to changes that impact upon UG recruitment and admissions
• Clarification and interpretation of complex policy issues
• Anticipating and resolving staffing issues
• Dealing with complaints and appeals from applicants and/or advisors
• Developing new procedures, e.g. move from paper based to primarily electronic based admissions processes.

6. Decision Making
• Analysis of strategic and operational issues; deciding how best to approach or resolve them and how to develop policy and adapt procedures in response to new or changing requirements.
• Senior member of Admissions Executive handling non-standard admissions decisions and appeals/complaints.
• Prioritising competing demands on the post holder and overall UG office.
• Providing briefings and training to staff in UG Office, SRA, International Office and Schools with respect to interpretation and application of College UG Admissions Policy and Procedures.

7. Key Contacts/Relationships
• External: applicants, parents/guardians, Head of Schools/FE colleges, UCAS/GTTR, LEAPS, SWAP
• Internal: CHSS School Administrators, Heads of School & Subject Area, Registry, CPA, International Office, Accommodation, Office of Lifelong Learning, Disability Office, SRA, Senior Admissions staff in CSE & CMVM.

8. Knowledge, Skills and Experience Needed for the Job
• Educated to at least degree level or equivalent with at least four years’ experience in Higher Education, preferably related to recruitment/admissions.
• Excellent leadership and people-management skills; excellent communication and interpersonal skills. Flexibility and adaptability.
• Good analytical skills, innovative approach to problem solving and able to communicate clearly on complex/specialist subject areas.
• Self-motivated, committed and able to sustain a high performance whilst under pressure.
• Knowledge of UK/international education qualifications and current issues in HE recruitment
• High level of computer skills including database experience.

9. Dimensions
UG Recruitment and Admissions is an ever changing field and the post holder must ensure that external changes which impact upon policy and procedures can be accommodated within the strategic aims of the College and University.

10. Job Context and any other relevant information
Post involves considerable independent decision-making, liaison and coordination with many parts of the university. Post holder has significant autonomy, maintains a wide portfolio of current activities at any one time and is expected to set professional operational standards which contribute to longer term strategic plans.

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