UNIVERSITY COLLEGE
OF ESTATE MANAGEMENT

Patron: His Majesty King Charles III ucem.ac.uk

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Horizons, 60 Queen's Road, Reading, RG1 4BS

Admissions Officer

Job Specification

Date created: March 2025

JOB DESCRIPTION

Employment status:	Fixed term for 12 months, full time only
Hours:	Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m. and this role follows this pattern
Location flexibility:	The place of work for this role is **Split** between the Horizons office in Reading and your home; the exact split of days/hours is negotiable but must include a minimum of **one** working day per week spent at Horizons (you may work more in the office should you wish) Please note the following: • When you work at Horizons you must attend on core office days only • Core office days are Tuesday, Wednesday, and Thursday • The building is closed to staff on Fridays • On a Split contract you cannot attend the office on a Monday, unless you have worked a minimum of 3 other core days in the office • Working at home is only possible if your environment meets certain conditions – see the **Attachment** to this Job Specification document – and if not, you need to work at Horizons
Department:	Student and Registry Services
Line manager:	Charli Pinkney, Admissions Manager

Role summary

As an Admissions Officer, you will assist with all aspects of the recruitment of students onto UCEM's programmes, helping to maximise their potential and realise their academic ambitions. You will offer information and advice, process applications through UCEM's SITS student database, and collaboratively work towards UCEM's recruitment targets.

You will ensure adherence to regulatory requirements, the Matrix standard, UCEM Code of Practice, and the requirements of validating and funding bodies. Working in a busy and lively team, you will also contribute to the teams' continuous improvement ethos by proactively suggesting process improvements, particularly around the conversion of UCEM enquirers and applicants. Working closely with the Apprenticeship Admissions team, you will also contribute to the growing importance of our degree apprenticeships through application assessment and auditing activities to ensure compliance with ESFA requirements.

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Role accountabilities and responsibilities

- Support applicants by processing applications for UCEM programmes efficiently, ensuring applicant data is recorded accurately in SITS (our student records database).
- Assess student applications and make offer and exemption decisions in line with agreed criteria and within agreed Service Level Agreements (SLAs).
- Advise, counsel, and provide relevant information to applicants to enable them to make an informed decision about their programme.
- Liaise with the Academic Team regarding application referrals, where the decision cannot be made within the Admissions and Enquiries Team.
- Ensure student applications are properly vetted, including interpreting international comparison information provided by Ecctis.
- Ensure consistency and accuracy across onboarding and auditing tasks by ensuring apprenticeship applicants are compliant from point of assessment.
- Communicate application decisions and send registration information to applicants via SITS.
- Promptly respond to enquiries from prospective students, their parents, and employers in a timely, professional, and friendly manner.
- Track student applicants through the admissions process and carry out pro-active follow-ups to ensure maximum conversion rates.
- Assist the Admissions Manager and Head of Admissions with conversion strategies to ensure student application and conversion targets are met.
- Participate in student recruitment events including, but not limited to, online events and open days.
- Maintain a set of process and guidance documents for the team.
- Provide statistics on admissions data for relevant internal staff.
- Comply with relevant QAA procedures, UCEM Academic Framework and, where appropriate, the regulations of our validating partners.
- Undertake other such duties of a similar nature that fall within the scope of the role and which may be required from time to time.

Line management responsibility:	NONE
Budget responsibility:	NONE
In this role you will liaise with: Prospective Students, Apprenticeship Admissions Team, Academic Team, Finance Team, Business Development Team, Marketing Team, other UCEM departments, Sponsoring Employers, External Validating Partners	

PERSON SPECIFICATION

Assessment Criteria: A = Application I = Interview T = Test

X denotes both essential and desirable requirements plus how these will be assessed

Qualifications and training	Essential	Desirable	A	I	T
GCSE Maths and English Language Grade C or 4 or above	X		X		
Degree level qualification		X	X		
Customer service and/or telephone skills training		X	X	X	
Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application					

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Previous experience	Essential	Desirable	A	I	T
Experience in a similar role	X		X	X	
Office and administration work, relating to providing customer service	X		X	X	
Using a database as part of your job role	X		X	X	
Experience within the Education/Built Environment/Higher Education sector		X	X	X	
Working within a quality assurance framework		X	X	X	
Skills, knowledge, and aptitudes	**Essential**	**Desirable**	**A**	**I**	**T**
Strong communication and listening skills, with a focus and commitment to providing excellent customer service	X		X	X	
Strong IT skills including the adoption of new technologies. We use MS Office which includes Teams, Outlook, Word, Excel, and PowerPoint	X		X	X	X
Committed to quality and following processes and procedures	X		X	X	
Time management and organisation skills with a strong attention to detail	X		X	X	
Ability to remain calm and maintain accuracy in your work when under pressure at busy times, or when deadlines are approaching	X		X	X	
Ability to use own initiative to undertake and progress work	X		X	X	
Passion for continuous improvement	X		X	X	
Positive, enthusiastic attitude with the ability to work well in a team	X		X	X	
Ability to demonstrate sensitivity and diplomacy when communicating information	X		X	X	
Knowledge of SITS or similar student or customer records database		X	X	X	
Understanding of apprenticeships, particularly degree apprenticeships		X	X	X	
Understanding of international qualifications and admissions work		X	X	X	

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Other requirements or special requirements	Essential	Desirable	A	I	T
Alignment to the UCEM core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: https://www.ucem.ac.uk/core-values/	X			X	
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake compulsory online training should you be appointed; this includes Data Protection, Health & Safety, Safeguarding, Prevent, EDI, and Anti-bullying, Harassment and Sexual Misconduct	X			X	
Ability to work additional hours if required – reasonable prior notice will be given for this; this might be due to peak workloads or holiday cover	X		X	X	

PAY & BENEFITS

- Actual salary £25,500 per annum.
- 26 days paid holiday (rising to 28 with service) plus paid bank/public holidays plus up to 5 paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes UCEM does not need to close for 5 days per year and any balance, for example 1 day, can be used as a paid Wellbeing Day to take time out for your own physical or mental health.
- Pensions auto-enrolment to the People's Pension salary exchange scheme (the term we use for salary sacrifice). You may opt out of salary exchange but remain in the scheme, or you may choose to opt out altogether.
- Policies in place for all types of family-friendly statutory leave with enhanced pay available from day one of employment (in addition to statutory pay, where applicable).
- Wellbeing support and full access to the Employee Assistance Programme, as well as the SilverCloud mental health platform. Several UCEM employees are trained Mental Health First Aiders and can support staff.
- Car parking may be available at our Horizons office; this depends on your designated place of work and working pattern, as well as parking availability; you may ask to join the waiting list. Do not assume you will have parking when you start employment; you must plan for alternative travel to work if attending Horizons.
- Cycle to Work and Electric Vehicle salary sacrifice schemes and access to Tax-Free Childcare (Government scheme).
- Life assurance cover.
- Employer-funded Health Cash Plan (Simplyhealth) and voluntary dental insurance (Unum).
- Charity giving options available including one voluntary paid day, per annum.
- As a UCEM employee you will have access to Microsoft Office 365 applications for personal use. You will also have access to range of lifestyle discounts (savings on everyday purchases) and access to two learning platforms.

On the Join the team page of our website, you will find the full list of employee benefits at UCEM

APPLICATION PROCESS

IMPORTANT! All job applications must be sent to recruitment@ucem.ac.uk and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application. In addition, if you apply for this job on the recommendation of an existing UCEM employee, please make sure to mention their name within your application.

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To apply for this role, please send the following to recruitment@ucem.ac.uk (you will receive an auto-response):

1. Your up-to-date CV;
2. A covering letter or email message outlining your suitability* for the role; AND
3. A completed **Recruitment Check Form** which is available from the *Current vacancies* page of our website.

The above items constitute a **complete** job application.

*We hope you take time to consider the UCEM values when you prepare your job application. You may also wish to consult our vision and strategy document: https://www.ucem.ac.uk/our-vision/

We are committed to driving forward our sustainability agenda to secure a sustainable future and our long-term ambition is to be the world's most sustainable university. We recommend you visit our website to find out more about our **Sustainability Strategy**: https://www.ucem.ac.uk/sustainability/

If you are an existing UCEM employee, we request you inform your current line manager of your intention to apply for this role. As this is a fixed term role, if you were (in the future) to be offered and accept this role, it would mean relinquishing your contractual permanent employment status with UCEM. Following the expiry of the fixed term period, your employment with UCEM would cease, unless an alternative role is secured. If instead you would like to apply for this role on the basis of it being a secondment (i.e. not relinquishing your permanent status), please discuss this with your current line manager. Only your line manager can consider and agree to a secondment because this impacts the resourcing in your current team. Please contact HR if you or your line manager need to discuss this further.

NO AGENCIES: We are not using agencies for this vacancy, and we cannot accept any CV submissions. Please do not contact us as we can only repeat this message.

Informal discussion

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying.

For an informal discussion about the role please contact Charli Pinkney on 0118 467 2451 or email c.pinkney@ucem.ac.uk

For any other enquiries please contact HR on 0118 467 2454 / 2433 or email recruitment@ucem.ac.uk

Closing date and next steps

Wednesday 09 April 2025 at noon.

HR will screen all applications in person and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in UCEM.

Interview details

Dates for interview will be advised to you later in the process.

Please indicate on your Recruitment Check Form any dates that you cannot make, up to 4 weeks from the closing date. This helps us to plan interviews should you be shortlisted, prior to contacting you.

Applications may be reviewed prior to the closing date and occasionally, you may be invited to interview ahead of the closing date.

Interviews are normally carried out over Zoom, Microsoft Teams, and we may invite you to visit our Reading office, especially when this is your place of work.

Please be prepared for a two-stage interview process, held on different dates. As part of the interview process, you will meet with a member of the Senior Leadership Team. Sometimes we may conduct a telephone interview at first or second stage.

Equality, diversity, and inclusion

Here at UCEM we champion equality, diversity, and inclusion in our workforce. We celebrate diversity and the strengths it brings to our staff body, our student community and our Board of Trustees, recognising that people are key to our success. Our aim is to attract, develop and retain a diverse workforce, therefore we welcome and encourage applications from all backgrounds.

Pre-employment checks

UCEM undertakes thorough pre-employment screening as part of its recruitment process. Given we have contracts with Government offices, we make sure our checks comply with the Baseline Personnel Security Standard (BPSS). Checks will include identity, right to work, basic disclosure criminal record check, and three years of employment history.

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Attachment – homeworking environment

UCEM is a **flexible employer** and flexibility is built into different places of work location. As such, it is reasonable to ask employees to adhere to some **general principles and ways of working**, in order to make sure flexibility offers value to everyone, including UCEM.

In addition, if all or part of your working week involves working at home, your home environment must meet certain conditions. Otherwise you will be required to work in the office at Horizons.

General principles

- All employees regardless of place of work will be required to take an online Display Screen Equipment (DSE) assessment and repeat this at such intervals as may be instructed by the Facilities Management Team. The purpose of this is to look after your health and safety at work.
- All employees must adhere to UCEM IT Security and Data Protection policies in their place of work.
- All employees will be expected to be accessible to colleagues during their normal working hours and ensure their Outlook Calendars reflect the accurate place of work.
- All line managers will be expected to be accessible to their team and will be responsible for ensuring the performance of their team.

Remote (Home) requirements and conditions

- Where your place of work involves working at home, you must have suitable conditions in which to work.
- As a minimum, your UK home location must be able to accommodate the UCEM technology and equipment. What this means in practice is that you must have sufficient space in which to house the technology and equipment safely and securely.
- In all cases, UCEM technology and equipment can only be handled and used by you, the employee. It must not be accessible to any other household member, at any time.
- When you are working remotely as part of the DSE assessment, you will be required to provide evidence that your working environment meets DSE requirements, such as providing a photo of your workstation setup.
- You must also provide a secure and reliable internet connection which allows you to work as effectively as if you were in Horizons, **including undertaking video and audio calls and connecting permanently to the VPN**.
- In the case of known broadband outage you should plan to work at Horizons or elsewhere – noting that elsewhere must still meet the place of work requirements. Should you be unable to do either of these options, you will be required to take holiday. In the event of unexpected outage, you should discuss with your line manager whether you need to find an alternative place of work or take holiday.
- For the avoidance of doubt, the provision of the required broadband, will be self-funded.
- It is expected that you will house technology and equipment at a suitable work desk, which gives you the space needed to work safely and confidentially. This space in your home must be away from other household users, such as space in a room which is not frequented by other household members.
- Your work environment must remain professional at all times. This means you must be able to work remotely without interruption from household members and noise, and your surroundings should mirror what an office environment would look like (clean/tidy, free of clutter and distractions).
- It is not appropriate to work from a sofa or other location which is not in keeping with presenting a professional work environment. Opting to use the blurring function on Teams/Zoom is not an acceptable workaround.
- If you do not have space to accommodate these requirements or your circumstances change, you are not permitted to work at any location other than Horizons.