

Job Profile

Job title	Deputy Head of Admissions		
Division/dept.	Pathways Division		
Working hours	40 Hours Per Week (5 days over 7)	Start date	May 2021
Contract	Permanent		
Annual leave	25 days plus public holidays pro-rata		
Reports to	Head of Admissions	Location	Greenwich
Salary	Competitive		
Job purpose			
<p>This role is responsible for leading a high performing and customer focused admissions team that aims to exceed service levels as well as customer service and quality standards to provide a sector leading admission function.</p> <p>The role which reports to the Head of Admissions will monitor and drive performance through the implementation of the admissions strategy but will also support and drive change through a continuous improvement approach.</p> <p>A key focus is to ensure we are sector leading, by developing and improving service quality and speed through innovation, technology and process development that is customer and market focused.</p> <p>This role spans the full application and offer process, ensuring fast and effective decisions regarding student applications, issuance of offers and conditions and ultimately, the issuance of a Confirmation of Acceptance of Studies (CAS) are consistently and accurately achieved, within clear Service Level Agreements (SLA's).</p>			

Main duties and responsibilities
<ol style="list-style-type: none"> 1. Responsible for leading a team of Admissions Managers and the implementation of the Admissions Strategy, which is market and customer driven and delivers continuous improvements in speed, accuracy and customer experience. 2. Responsible for ensuring the Admissions Team are effectively led and that they meet set targets, service level agreements, achieve customer service excellence and other agreed KPI's. 3. Responsible for achieving and exceeding set KPI's in relation to service levels, customer service and error rates on a global basis 4. Responsible for the development of effective training regarding systems and processes, to ensure team members and colleagues across the Admissions team and GRU have a full understanding of the admissions function and its processes in order to best support students and stakeholders.

5. Responsible for supporting the Head of Admissions and other senior colleagues in the production of an array of management information and reports, which objectively review, analyse and present the operational data from the regional admissions reports, whilst identifying areas of strength and further opportunities for improvement.
6. Be a senior escalation point for issues or urgent queries from staff, agents, students and other organisations with regards to admissions, ensuring all quality standards for handling of these are adhered to.
7. Responsible for driving improvements in the operation of the admissions team taking a continuous improvement approach to increasing efficiency which results in better performance outcomes
8. To undertake international travel as and when necessary to ensure continued support and development of the overseas International Admissions teams.

And assist with any other such duties within the scope and spirit of the job title,

Planning & Organising

Plan and manage own workload, the workload of the team and organise resources to ensure the Admissions team is able to function at optimum capacity throughout the year, especially during peak periods, ensuring Service Level Agreements (SLA's) are met.

Work closely with Regional Managers and the Head of International Conversion to plan and organise key tasks and develop process changes that enable improvements to the service we provide to customers for future intakes and academic years, whilst being able to react to immediate business needs.

Relationships & Communication

The post holder is expected to build strong internal working relationships and establish regular lines of communication with Regional Directors, Regional Managers, Senior staff at Partner universities, Head of Admissions, Business Analysts, College Directors, and other key stake holders.

Person specification	Essential	Desirable
Legal requirements	<ul style="list-style-type: none"> • Eligibility to live and work in the UK • Satisfactory Enhanced DBS Disclosure 	
Education / Qualifications	<ul style="list-style-type: none"> • Educated to a degree level or equivalent. 	<ul style="list-style-type: none"> • A second language

Knowledge & Experience	<ul style="list-style-type: none"> • Experience of working in a process driven environment • Evidence of understanding UKVI regulations and requirements in relation to Tier 4/Student route. • Excellent knowledge of admissions processes and service level agreement frameworks. • Delivery of customer service excellence. • • Detailed knowledge of managing a complex customer journey. • Experience in managing teams across multiple locations. 	<ul style="list-style-type: none"> • Experience of working within an international admissions team
Skills & Abilities	<ul style="list-style-type: none"> • Ability to work well under pressure in a fast paced target driven environment • IT literate with good numeracy skills and attention to detail • Self-motivated with excellent leadership skills, ability to motivate staff and peers • An appreciation of other cultures; the global reach of the University and its international agenda • Appropriate international and cultural awareness skills and sensitivity 	
Personal attributes	<ul style="list-style-type: none"> • A strong communicator, comfortable with stakeholders at all levels • Be able to solve problems and make decisions • Results orientated, ambitious and highly self-motivated. • Be able to provide and receive constructive criticism to and from peers • Able to empathise with colleagues, customers and other stakeholders 	
Other requirements	<ul style="list-style-type: none"> • A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. 	

This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities and may be subject to periodic revision.

OIEG is committed to safeguarding and promoting the welfare of children. The post holder's responsibilities for safeguarding the welfare of the young students in their care are to adhere to the OIEG Child Protection Policy. All OIEG employees are subject to enhanced DBS check.