

## JOB DESCRIPTION

### JOB TITLE: ADMISSIONS OFFICER

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#### **REPORTING TO:**

The Admissions Officer reports to the Senior Admissions Officer.

#### **SUMMARY:**

The Admissions Officer is part of a small team responsible for the accurate and efficient processing of applications and applicant enquiries. The post-holder will deal with applications from UK, EU, International and US students for undergraduate, postgraduate and visiting student programmes. The Admissions Officer will participate in all day-to-day aspects of Admissions including responding to applicant queries, making and communicating decisions on applications, providing prospective students and parents with information and guidance on the application process, and support relating to student visa queries.

#### **MAIN DUTIES:**

The Admissions Officer's main duties are to:

- assess application records on the University's student record system: processing decisions, maintaining supporting paperwork, and communicating with the applicant throughout the application cycle to ensure a high quality prospective student experience;
- make and communicate decisions on applications, applying agreed University criteria to ensure decision-making is fair and consistent;
- develop a detailed knowledge of international qualifications;
- manage student applications and ensure that electronic records are complete prior to a student's arrival in respect of the University's academic, administrative, English language, financial, and scholarship requirements, liaising with an applicant as necessary;
- respond to application-related queries (phone, email and face-to-face) and follow-up as necessary;
- keep up-to-date with relevant admissions processes, such as UCAS, UKVI procedures and the requirements of UK/US student financial aid;
- provide administrative support throughout the pre-CAS and Student visa application process;
- build and maintain good working relationships with colleagues in other departments, including Marketing, Recruitment and Communications, Student Finance, Registry Services, Student Affairs, International Programmes and Faculty;
- develop a good knowledge of the courses offered by the University at undergraduate and postgraduate levels;
- participate fully during University Open Days, registration and orientation periods;
- undertake relevant training as necessary;
- perform additional duties as assigned by the Senior Admissions Officer;
- maintain confidentiality with regards to personal information at all times and follow the General Data Protection Regulation;
- adhere to and promote the University's policies and procedures.

**LOCATION:**

The Admissions Officer will be based at the University's Chiswick Park Campus.

**SPECIAL NOTE:**

A Disclosure and Barring Service check at the basic level is required for this position.

Occasional evening and weekend work may be required.

**GENERAL:**

The above responsibilities are subject to change at the discretion of the Senior Admissions Officer and shall include other responsibilities as the Senior Admissions Officer may from time to time assign. The Senior Admissions Officer may also, at their discretion, reassign some of the above responsibilities. The Senior Admissions Officer will work with the Admissions Officer to coordinate work and resolve problems and will evaluate their performance.

**PERSON SPECIFICATION****ESSENTIAL:**

- highly organised with the ability to prioritise work, meet deadlines and targets;
- strong oral and written communication skills;
- ability to communicate effectively with a wide range of people, including staff, students and other key stakeholders;
- accuracy and attention to detail;
- ability to work as part of a team or as an individual using own initiative;
- capacity to respond flexibly and positively to changing requirements;
- an enthusiastic, committed and proactive approach to work;
- intercultural sensitivity and commitment to equality and diversity;
- good IT skills including proficiency in the Microsoft Office Suite;
- demonstrable commitment to customer service;
- educated to UK A-Level standard or equivalent;
- empathy with the mission of the University;

**DESIRABLE:**

- experience of working in a similar admissions role, preferably in higher education;
- an understanding of the UK or US secondary and higher education systems;
- a working knowledge of UCAS and other application platforms;
- an understanding of UKVI requirements for Student route visa applications.

**DATE REVIEWED:**

December 2025