

Job pack



Message from the President and Principal

Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal

Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical**, acting with the highest standards, and with integrity, in all that we do.

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

Staff benefits

- Annual leave – the full-time annual leave entitlement is 30 working days (not including bank holidays).
- [Season ticket loan scheme](#)
- [Pension scheme](#)
- [Reward and recognition schemes](#)
- [Staff Networks](#)
- [Cycle to work scheme](#)
- [Qmotion sport fitness centre](#)
- [Employee Assistance Programme](#)
- [Family friendly policies](#)
- [Flexible working practices](#)
- [On-site day nursery](#)

Job description

Job details	
Job title	Admissions Officer (QM online)
Department	Marketing and Communications, DDAE, and Admissions
Reports to	Admissions Manager
Grade and salary	Professional Grade 4, £34,733- £36,639 per annum
Hours per week	Full-time
Appointment period	Indefinite
Current location	Mile End
Work activity type	Admin/Operational/Technical and Support

Job context

The Admissions Office is a division of the Academic Registry and Council Secretariat. Our primary focus is to support Queen Mary to recruit students with the qualifications and potential to succeed to planned intake targets, in line with values and aims expressed in the Strategy 2030. We handle a high volume of applications per year to undergraduate and postgraduate programmes, for the most part making centralised decisions. Working together with colleagues in academic Schools and professional services, we aim to provide a high quality user experience for applicants and staff who support the applicant journey. We are committed to excellence and continuous improvement in all that we do and aim to provide a service that is both fair and professional.

Job purpose

The post-holder will join the Postgraduate team and process applications to postgraduate, distance based learning courses in the School of Politics and International Relations, the Institute of Public Health Sciences, the Centre for Commercial Law Studies and any schools/ courses that may be added to the Queen Mary University of London – CEG Digital partnership portfolio. This includes responding to enquiries from potential applicants, giving advice about entry requirements and qualification equivalencies, ensuring that all applications are considered and processed in accordance within a complex internal and external policy and regulatory framework. Admissions Officers also support the selection of applicants, making offers under delegated authority where this is agreed with the relevant academic school. The postholder will also have a key role in liaising with colleagues at CEG Digital, providing regular updates and data to support monitoring. While each Admissions Officer is assigned primarily to the Undergraduate or Postgraduate team, all Admissions Officers are expected to work flexibly and may be assigned to work across team boundaries at peak times.

Main duties and responsibilities

Summary

To process applications and, where appropriate, make selection decisions (offer/reject), in accordance with agreed policy and procedure. This includes ensuring applicants' fee status is correctly assessed and that compliance with the UK Visa & Immigration points-based immigration system is secured for students requiring a visa to study in the UK. Admissions Officers have a key role in supporting fair and consistent processing and decision-making in the admissions process.

Duties and Responsibilities

To provide advice to applicants, their advisers and colleagues in academic schools about admissions policy, entry requirements and the equivalence of overseas qualifications to standard UK qualifications.

To check all applications and ensure that they are processed in accordance with relevant admissions policy and procedures relating to fee status assessment, disability, criminal convictions, safeguarding (students who are under 18 at the time of enrolment), fraud and verification, and Tier 4 immigration policy.

To check selection decisions made by academic schools before processing them and raise any queries with academic selectors, providing advice and guidance about qualifications and/or policy and regulations where necessary.

Where agreement exists, to make offers and reject applications in accordance with agreed criteria and without referral to the academic selector. To refer all borderline cases to academic selectors, providing appropriate advice and guidance to inform the selector's decision.

To process applications and record decisions within agreed SLA's using the SITS admissions system, ensuring that applicant records are complete and accurate at all times.

To provide timely, comprehensive and accurate data and statistics about applications and offers to CEG Digital Admissions and academic schools, to support monitoring recruitment and conversion activity, including post-intake analysis.

To prepare applicant records for enrolment and to support the enrolment process by checking and verifying qualification certificates and immigration documents.

To prioritise own workload to ensure tasks are completed within specified deadlines. To exercise initiative and judgement within established procedures and refer to a manager only in the event of a difficult or unusual scenario. CEG Digital applications will always take priority in this role.

Attend regular meetings with CEG Digital and QM Admissions representatives to assess priorities and workload recognising upcoming intakes and deadline requirements.

To develop and maintain expertise in the designated academic subject areas.

To comply with Data Protection, Disability Discrimination, Equality and Diversity, and all other relevant legislation at all times.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

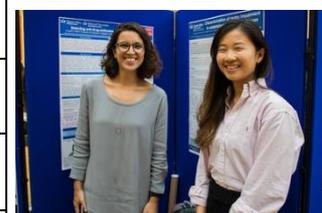
Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Essential: Requirements without which the job could not be done.

Desirable: Requirements that would enable the candidate to perform the job well.

Qualifications	Essential	Desirable
A degree or equivalent level of qualification or equivalent experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience/Knowledge		
Recent experience of working in an administrative function supporting the recruitment or admission of students, preferably in a central admissions team within a higher education institution	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Recent experience of working in a busy customer-oriented environment, preferably in a recruitment-focused team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of using a computerised academic record keeping system, preferably SITS	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of working within a complex, highly regulated environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of offer-making in an admissions-related role	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Excellent organisational skills, including the ability to manage multiple tasks, work to tight deadlines, and to prioritise workloads effectively	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Knowledge of UK HE trends, qualifications and curricular demands and changes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Knowledge of UCAS procedures	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Knowledge of UK fees and awards regulations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Basic knowledge of UK Visas & Immigration Tier 4 student visa policy	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Skills/Abilities		
Ability to manage conflicting priorities and work effectively under pressure, maintaining accuracy at all times	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to acquire knowledge and understanding of complex procedures, regulations and guidance and to apply this to making decisions accurately and consistently	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent interpersonal skills including the ability to communicate effectively with applicants, their advisers and staff at all levels within the university	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent oral and written communication skills and the ability to draft clear correspondence for a variety of audiences	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A high level of computer literacy, including knowledge and ability to use MS Office applications to intermediate level	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work unsupervised and also as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other		



Willingness to be flexible on hours of work on a regular basis The post holder must be available to work flexibly in March to May and July to September and there are significant restrictions on annual leave during this time. All Admissions Officers are required to work on the Saturday before publication of A level results (usually second Saturday in August) and are expected to work overtime by agreement during the period July to September and on occasional days at other times, e.g. to support Open Days.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Commitment to equality and diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proven motivation to provide excellent customer service and a sensitive and courteous approach to all customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Flexible and adaptable approach	<input checked="" type="checkbox"/>	<input type="checkbox"/>
*The ability to meet UK 'right to work' requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment. Candidates shortlisted for interview will be asked to bring their passport or another acceptable [form of evidence](#) to verify their right to work.

Visa Sponsorship

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Skilled Worker visa. Further information on the Skilled Worker visa can be found via: www.gov.uk/skilled-worker-visa

Global Talent Visa Route

The Global Talent visa is an alternative route to sponsorship, directly applied for by the applicant. It is open to those wishing to work in the UK and who are a leader or potential leader in the fields of academia or research, arts and culture, and digital technology. Further information on the Global Talent Route can be found via: <https://www.gov.uk/global-talent>

For additional information on both visa sponsorship and non-sponsorship visa routes, please visit the UK Visas and Immigration website: <https://www.gov.uk/browse/visas-immigration/work-visas>

Academic Technology Approval Scheme (ATAS)

Academics and Researchers applying for Skilled Worker visas and Sponsored Researchers applying for Government Authorised Exchange visas who will be undertaking research activities, at PhD level or above, in the one of the [ATAS listed subject areas](#) will be required to obtain an ATAS certificate before they can apply for a visa to work in the UK.

Exemptions will exist for nationals from the EEA, Australia, Canada, Japan, New Zealand, Singapore, South Korea, Switzerland and USA and those applying for Global Talent Visas. For further information on this, please visit the UK Visas and Immigration website: <https://www.gov.uk/guidance/find-out-if-you-require-an-atas-certificate>



Equal Opportunities

Queen Mary University of London is a Russell Group University with a difference. Our vision is to be recognised across the world as the most inclusive research-intensive University. We will strive to achieve that goal.

To all the communities at Queen Mary, inclusivity is key to who we are and to achieving all our ambitions.

We are a multi-faculty institution teaching undergraduates and postgraduates across all the major disciplines. We offer more than 280 undergraduate courses. We have world-leading research across disciplines and were ranked 5th in the UK in the last Research Excellence Framework (REF) for the quality of our research outputs, and continually challenge ourselves to ensure we have an environment where everyone feels included and can flourish.

We are very proud of our teaching and learning and were awarded a 'silver' in the Teaching Excellence Framework (TEF) (2016-17). We are also deeply embedded in the local community and were the first UK University to be awarded an Engage Watermark Gold award for public engagement by the National Coordinating Centre for Public Engagement.

Unlike many other Russell Group universities, we attract a very diverse student population. Of our 25,000+ students, over 30 per cent are from non-EU overseas countries, and 9 per cent are from the EU. Our international students are drawn from over 160 countries. 90 per cent of our home students are from state schools, 59 per cent are Black Asian Minority Ethnic (BAME), 42 per cent are the first in their families to go into higher education and over 30 per cent are from households where the household income, as assessed by Student Finance England, is less than £15,000.

We attract a lot of local students, owing to our strong relationships with schools in the surrounding boroughs, coupled with a strong reputation for inclusivity. 37 per cent of our students commute to our campuses daily. Our staff body is also diverse and is drawn from over 162 countries.

Inclusivity is one of our fundamental core values at Queen Mary: it is intrinsic to who we are. Our diversity of cultures and backgrounds is key to the vibrancy of our community and to the knowledge and ideas we are able to generate and pass on; without that diversity, we would not be who we are. We are extremely proud that we attract such a diverse staff and student body, and are fully committed to providing an environment where everyone is supported to flourish and fulfil their potential, irrespective of their background.

To be truly inclusive requires sustained, proactive, hard work, and we know there are areas where we have work to do. Our core objectives are focused on reducing the BAME attainment gap and increasing the proportion of female and BAME staff at the higher grades, both for academics and for Professional Services. We are looking to see how we can 'hard-wire' inclusivity throughout all our policies and practices: we do not see this work as belonging to one team or unit, but rather as being embedded in all that we do.

Being inclusive makes us better at everything we do, it improves our daily lives and the delivery and impact of our work.

EDI Initiatives

Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI) and champions a number of EDI initiatives across the University. Queen Mary holds a Silver Institutional [Athena SWAN](#) award for advancing gender equality, and is also a [Stonewall Diversity Champion](#) and commits to advancing LGBTQ+ inclusion by submitting to the [Stonewall Workplace Equality Index](#). We also offer a number of development programmes including [Springboard](#), [Aurora](#) and [B-MEntor](#). We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.

Flexible working:

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our [Flexible Working Policy](#) includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

Family Friendly Policies:

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of [family friendly policies](#) with enhanced rates of pay available for family-related leave, following a qualifying period of service.



Further Information Lalani Young by e-mail to: l.young@qmul.ac.uk.

Details about the school can be found at:

www.qmul.ac.uk/xxx

Informal enquiries should be made to:

Name: Lalani Young

Email: l.young@qmul.ac.uk

General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place



