

QA

**JOB
DESCRIPTION**



1. JOB SPECIFICS

Job Title:	Admissions Officer
Reports to:	Admissions Manager
Location:	Birmingham
Department:	QAHE - Home/EU Admissions

2. ABOUT THE ROLE

What you'll be doing?	In this role, the candidate will work as a member of QA Higher Education Home/EU Admissions team.
Key Responsibilities	<ul style="list-style-type: none"> • Review incoming applications, validate applicants' academic records and/or professional experience; • Ensure admissions procedures are in place and maintained in accordance with the QA and partner Universities' partner; • Ensure all applications are processed within the agreed KPI's and the highest standard; • Conduct admissions interviews and support with assessments; • Ensure the CRM system is consistently updated and information is detailed and accurate and that appropriate student data is recorded and maintained in compliance with partner Universities' accrediting bodies; • Provide clarifications to student's queries in a professional manner; • Work closely with recruitment team to ensure required documentation is received in order to process applications within set deadlines; • Communicate admissions decisions to applicants; • Develop and maintain up to date knowledge of all programmes available and processes; • Traveling to different QAHE sites.
KPIs & SLAs	<p>KPI's –</p> <ul style="list-style-type: none"> • Effective management of the KPI's agreed with the Admissions Manager and Conversion • Identification of opportunities and threats in a timely fashion • Operationalization of the admissions service plan <p>Team Performance –</p> <ul style="list-style-type: none"> • Achieving agreed targets

	<ul style="list-style-type: none"> Achieving compliance with the requirements of Tier 4 and the UKBA compliance team. <p>Personal Effectiveness</p> <ul style="list-style-type: none"> Leads by example Takes Ownership
Key Working Relationships	<p>Internal</p> <ul style="list-style-type: none"> Report to the Admissions Manager the Key Performance Statistics of the team Build and maintain good working relationships with all internal colleagues <p>External</p> <ul style="list-style-type: none"> Build strong relations with external representatives Manage and expand key relationships across all channels

3. ABOUT YOU

Skills & Abilities	<ul style="list-style-type: none"> Excellent verbal and written communication skills, including proficiency with Microsoft Office programs Familiarity with International higher education preferred Demonstrated ability to work within the Admissions area Experience in an education services environment Strong organizational and planning skills Demonstrated ability to implement and review policy and procedures in respect of compliance requirements Ability to create and implement effective procedures within a cross functional team environment Knowledge of the regulatory environment of the UK with respect to the delivery of education services to EU and GB students Strong communication and interpersonal skills. Problem-solving. Attention to detail, Work well under pressure
Your Experience	<ul style="list-style-type: none"> Ability to speak a foreign language would be an advantage Proven track record of successfully operating in the education sector in a similar role Experience of working with Home/EU students Experience of working in a customer-focused environment

	<ul style="list-style-type: none"> • Understanding of the application process and higher education admission • An awareness of good data management practice • Must be able to make good timely decisions and be accountable for them
Your Knowledge	<p>Excellent knowledge of HE processes and admissions policies.</p> <ul style="list-style-type: none"> • The ability to operate well within a team environment. • Strong understanding of the market place, and experience in working in an international student environment.
Your Qualifications	<p>Required – educated to A Level, a first degree would be an advantage</p>
What you'll bring to QA	<ul style="list-style-type: none"> • Must be able to make good timely decisions and be accountable for them • Managing time effectively, prioritising work to meet demands and revenue targets. • Willingness to undertake a DBS check prior the offer of employment

4. ABOUT QA

About us

We shape the next generation of technologists, leaders and innovators.

By powering potential – the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.

Why we do learning

For over 30 years, we’ve worked in technology – where the impact of great learning is changing the world.

A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries – they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.

Driving this revolution? People.

And this is where we come in.

People advancing their knowledge in technology – to enrich society – build a new culture – better how we live our lives, and how we work together.

People are learning to use technology to drive phenomenal change. This is our passion – powering their potential.

We promise to be

Bold

- Ambition is great. We set ambitious targets – holding ourselves and others to ever-higher standards.
- We contribute (insightfully) to the debate inside and outside QA.
- We move. Quickly. We respond to your needs – fast.

Collaborative

- We spend time getting to know you – our learners and our customers – to earn your trust.
- We connect a solution to your problem – we have tones of different services to help you.
- We’re the positive person who actively gets stuck in to solving problems.

Progressive

- We embrace change – and support it.
- We challenge ourselves to use the latest technologies and methods – no matter how out there.
- We’re curious – about what you do, about what the person next to you does, about our customers and our learners.

<p>What's on offer?</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 Training Days every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid Charity Days each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives – you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years) – with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of 4% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> ○ Season ticket loan ○ Corporate gym membership ○ Cycle to work scheme
--------------------------------	---