



1. Job Specifics

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| Job Title: | Admissions and Assessments Assistant |
| Reports to: | Admissions Manager |
| Location: | Birmingham |
| Division: | QAHE |
| Department: | Home Admissions |

2. About the role

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| Role Purpose | The primary purpose of this role is to work as a member of the Admissions Department, reporting directly to the Admissions Manager |
| Duties & Key Responsibilities | <ul style="list-style-type: none">• Creating, managing and updating records on the admissions CRM system• Liaising with main campus admissions in assessing all applications• Ensuring all applications are processed within the agreed KPI's and to the highest standard• Achieving a positive applicant experience• Develop and maintain up to date knowledge of all programmes available• Taking ownership in dealing with all new applications• Prepare all documents for assessments• Conduct interviews with applicants• Traveling to different QAHE sites• Sending offer letter to the applicants |
| KPIs & SLAs | Effective management of the KPI's agreed with the Admissions Manager |
| Key Working Relationships | Internally - Admissions team, Conversion team and Recruitment team. Externally - Manage and expand key relationships across all channels. |

3. About You

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| Skills & Abilities | <ul style="list-style-type: none">• Driven and motivated by a target based culture• Self Starter, quick to take the initiative and spot new opportunities• Strong organisational and planning skills• Strong time management skills• Attention to detail• Works well under pressure• Excellent communication skills, both verbal and written• Strong customer focus, committed to ensuring delivery of excellent service standards• Computer literacy particularly in the area of managing databases |
| Experience | <ul style="list-style-type: none">• Required – well organised with an understanding of the Higher Education sector• Proven track record of successfully operating in an administrative role• Experience of working in a customer-focused environment• An awareness of good data management practice• Ability to work in an environment where change is a constant feature |
| Knowledge | <ul style="list-style-type: none">• The ability to operate well within a team environment. |

4. About QA

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| About Us | QA is one of the largest learning services organisations in the UK, developing skills and capabilities for everyone from apprentices to business leaders. Headquartered in London, but with a nationwide network of state-of-the-art training centres, QA Group is comprised of four fast-growing divisions- QA Learning, QA |
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| | <p>Apprenticeships, QA Consulting and QA Higher Education- all of which deliver innovative and cutting edge skills solutions to UK organisations.</p> <p>At QA, we are proud to help people and businesses transform their performance through learning; we offer a complete range of business and IT training. With training centres throughout the UK, QA delivers an exceptionally broad training curriculum to meet the needs of individuals and corporate businesses. Our award-winning teams of learning professionals are amongst the best in the world, each with extensive experience and a proven track record of delivering the skills that transform performance and ensure lasting benefits.</p> |
| The Division You'll Be Working In | <p>QAHE: QA Higher Education provides quality learning programmes to a culturally and internationally diverse range of candidates. All of our programmes provide an education of the highest quality that is focused on ensuring students have a fulfilling, challenging and intellectually stimulating experience to best prepare them for the business world.</p> <p>QA Higher Education offers a range of courses through our partnership with various universities across the country. We offer globally recognised, fully accredited British degrees at Bachelor's and Master's levels, as well as a range of other courses and qualifications and over 90% of graduates are in employment or pursuing further studies within six months of graduating. This is one of the highest employment / further study rates in the UK.</p> |
| QA Values | <ul style="list-style-type: none"> • Integrity - We will: Be open and honest. Have trust and respect for each other. Act in the best interests of the whole business. Share knowledge and experience. • Commitment – We will: Deliver our obligations to clients and colleagues. Take individual responsibility and be proactive in delivering what we promise. Champion equality, diversity and inclusion. Support our communities and protect the environment. • Service – We will: Understand our clients and exceed their expectations. Provide exceptional value. Deliver the highest quality service. Strive to continually improve and enhance our services. |
| Benefits Offered With This Role | <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</p> |

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.

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.

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 5% of your basic salary.

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.

And finally, a few fringe benefits to assist with travel and lifestyle choices:

- Season ticket loan
- Cycle to work scheme