Launching this October, the world’s first higher education institution entirely focused upon the global business of esports.

Our contemporary campus is set within the iconic Velodrome, Queen Elizabeth Olympic Park, London, surrounded by lush and relaxing gardens.

All our degree programmes are developed in partnership with the industry and we are proud to be the only university-level institution with exclusive accreditation by the British Esports Association.

We are boutique in nature; totally focused on the student experience via our unique TRI-Curriculum resulting in higher contact time and committed to the wellness and development of staff and students.

Admissions & Enrolment Officer

The Admissions & Enrolment Officer will make a significant contribution to delivering our strategic vision and recruitment targets, with responsibility for making a timely and accurate assessment of applications and managing enquiries from potential students and applicants.

Highly motivated, astute, strategic and proactive with proven ability to manage projects and resources, you will build confidence in our admissions service through process enhancement, report writing and utilising business intelligence resources to ensure the delivery of a competitive, friendly and effective application process. You will work positively and confidently to bring new and innovative solutions to challenges where there may be no clear precedents. You must be able to work at pace in a fast-moving environment with the ability to spot opportunities early and exceed client, colleague and sector expectations.

An expert in your field, you will strive to build and maintain strong networks of internal and external stakeholders and be able to support change at an exciting point in the development of the College.

You will have:

- Experience of working in HE Admissions within the UK
- Strong understanding of process and policy in Higher Education and in customer facing operations
- Understanding of the potential and use of technology to maximise applicant-related services and to capture, and effectively utilise, management information for decision making
- Excellent report writing and analytical skills
- The ability to use initiative, ingenuity and agile thinking in finding solutions to problems
Main duties and responsibilities

Leadership

- Be jointly accountable for delivery against our core objectives in ensuring integration of delivery and effective use of resource across all recruitment and admissions activities in order to meet College student intake targets.
- Proactively lead and manage the admissions service ensuring performance to KPIs.
- To engage with the recruitment goals of the College and work to clarify their role in delivering these objectives, including a responsibility for conversion.
- To work closely with the Head of Marketing and Student Recruitment, as well as senior members of the College to develop a national and international admissions strategy in the context of institutional student recruitment targets.
- Play a key role in supporting change communication and organisational transformation, integrating fully with the College team.

Stakeholder Management

- Build relationships with colleagues internally, externally and within the sector to represent the admissions service and its activities; advising at senior level on institutional targets and on elements of institutional strategy that affect recruitment.
- Play a key role in representing the interests, and furthering the work of, the Admissions service through active participation in key College committees, creating and sharing operational and consultative reports on all facets of the Admissions and selection process, as well as management information and market insights as appropriate.
- Ensure that relevant individuals and bodies are kept regularly and fully informed, including through the preparation and presentation of reports and information across a variety of communication channels.
- Collate and evaluate internal and national data to inform and highlight the likely impact of decision making on the College.
- Interpret qualitative and quantitative analytical data (e.g. conversion rates, trends and applicant insights) to provide expert advice and insight to Senior members of the College on admissions activities.
Admissions operations

- Lead and manage the timely and accurate assessment and decision making on applications to study at UG and PG level, as well as systems for short course enrolment.
- Identify opportunities for operational enhancement by identifying process improvements and leading on their implementation.
- Work collaboratively within the Marketing and Admissions team to deal with enquiries; ensuring timely, appropriate, agile and applicant-centred approaches to enquiry management and customer service that will maximise opportunities for conversion.
- Play an active role in conversion as part of the front to end admissions process, working to ensure College recruitment KPI’s are achieved.
- Manage, and advise on the development of, transactional communications, ensuring their quality, timeliness and relevance to each stage of the application process.
- Produce regular reports on admissions activities and an annual evaluation of all Admissions across the College.
- Establish and maintain monitoring and review processes that ensure College Admissions Policies remain current and fit for purpose.
- Provide expert advice and guidance to resolve complex, difficult or sensitive case work, including the managing of complaints.
- Identify, plan for and lead the implementation of innovations prompted by changes in the external environment and secure a competitive advantage in relation to offer making.
- Work with the College Senior team to ensure that the Admissions service achieves the maximum impact in the most cost effective and efficient way.
- Ensure that the Admissions Office has current expertise on national and international trends in HE admissions and national and international qualifications, updating international qualification equivalencies to ensure they are appropriate and in line with key competitors.
- Work collaboratively with the Student Recruitment team to oversee and deliver annual admissions events, and the College’s approach to Confirmation, Clearing and Adjustment, ensuring optimum use of resources to achieve KPI’s.
- To additionally undertake any other reasonable duties which are commensurate with the scope of the role, as allocated by the College senior team.
## Person Specification

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<th>Qualifications/Education/Knowledge</th>
<th>A relevant first degree, plus hands-on experience in similar or related role.</th>
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<td>Post Graduate Qualification desirable</td>
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<td>A sound knowledge and understanding of UCAS policies and procedures.</td>
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<td>Awareness and understanding of current issues in relation to admissions to higher education particularly in relation to issues of undergraduate or postgraduate recruitment and fair admissions.</td>
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<td>Knowledge of the relevant admissions and information focused chapters of the QAA Quality Code</td>
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<td>Knowledge of relevant developments in the UK HE sector, particularly in relation to the Office for Students</td>
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<th>Skills/Training</th>
<th>Proven ability to co-ordinate, motivate and work as part of a team.</th>
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<td>Good understanding and experience of admissions principles, practices and procedures.</td>
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<td>Knowledge of national and international qualifications.</td>
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<td>Strong interpersonal skills.</td>
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<td>Ability to handle highly sensitive and confidential information appropriately.</td>
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<td>High level of oral and written communication skills.</td>
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<td>Ability to plan own work and deliver to targets.</td>
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<td>Ability to work within a team.</td>
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<td>Ability to work under minimal supervision.</td>
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<td>Ability to prioritise workload.</td>
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Experience

Recent experience within a HE institution in a similar or related role(s) and proven track record of relevant work experience demonstrating practical and theoretical knowledge of undergraduate or postgraduate admissions.

Experience of dealing with external stakeholders, such as UCAS and the QAA

Statutory/Legal

Knowledge of relevant legislation in-line with the role

Renumeration

In line with our ethos of a team approach, we offer a basic salary of £25,000, plus the opportunity for an individual bonus, plus additional institutional bonus depending upon performance up to £40,000 per annum.

This provides our staff team with the ability to be fully rewarded for the contribution individually and as part of our team.

Your package will also include formal personal and professional development, (such as financial support for a Post Graduate qualification) following a year of employment; we are committed to developing staff as well as students.

Start date: Immediate

Please send your c.v. and covering letter to jobs@collegeofesports.ac.uk suitably outlining how you fulfil the role and your motivations for your application.