

Job Description

Admissions Officer

Reports To:	Recruitment and Admissions Manager
Line Management Responsibilities:	None
Key Relationships:	Registrar, Programme Leaders and Communications and Engagement Team
Working Hours:	Full Time

London School of Theology

London School of Theology (LST) exists to serve the Church worldwide church by educating individuals, equipping local churches and engaging in leading research. The School, under the leadership of its Principal and Executive Team, has developed a new strategic vision for 2019-2025. This is a strategy for growth, consolidating LST's position as the largest evangelical interdenominational theological college in Europe.

Overview

Under the direction of the Recruitment and Admissions Manager, the Admissions Officer will support a fair, efficient and clear application process for all applicants to undergraduate and postgraduate taught courses across the School. Within this overall aim the Admissions Officer will look after application processing, facilitating interviews, assisting with visa applications for international applicants and other admissions related activities.

The application to study at London School of Theology is often one of the first points of contact an applicant has with the School, so it is the responsibility of the Admissions Officer to keep customer service, professionalism and accuracy at the forefront of everything they do, ensuring an excellent first impression.

The following key tasks are indicative of the role. The list is not exhaustive and tasks may be amended, added or subtracted in response to changing requirements or in line with the skills and experience of the post-holder.

Admissions

- Responsible for the receipt and processing of applications including all correspondence with applications regarding receipt and progress of their application.
- Apply the agreed applicant process to ensure applicants are directed through the admissions process with speed, accuracy, clarity and above all a high level of customer service.
- Ensure that correct procedures are followed when dealing with international students requiring visas.
- Request references, manage interviews and ensure all applicants are made aware of interview logistics.

Applicant Information

- Responsible for the accurate and timely entry of applicant information in the Customer Relationship Management (CRM) system, correcting any errors that occur and liaising with staff as necessary.
- Ensure all files related to applicants are stored to CRM records.

Guidance

- Provide advice and guidance on course options to applicants and potential applicants.
- Deal with all internal and external queries concerning the progress and status of an application.

Applicant Correspondence

- Handle all correspondence in a courteous and helpful way; this may be by phone, email or in person.
- Monitor the responses of applicants to decisions and provide data to Faculties and Departments on applicant status and workflow.

Internal Liaison

- Work closely with programme administrators, marketing and academic staff to ensure the effective 'conversion' of all prospective students.
- The post-holder may be asked to help other members of the Communications and Engagement Team and to undertake duties as requested by the Recruitment and Admissions Manager from time to time.

General

- Contribute to the continuous development and improvement of service provision, including the development of office systems and services, ensuring the high quality of service provided is kept under constant review.
- Assist the Recruitment and Admissions Manager, and other colleagues, in the co-ordination of events including Open Days, exhibitions and concerts.
- Support the Enquiries Officer when appropriate to handle telephone and email enquiries from prospective students in a timely and professional manner.
- Support the day-to-day operation of the Help Desk when required.
- Maintain good working relationships with colleagues within the Communications and Engagement Team, enabling mutual understanding and support.

<u>Admissions Officer - Person Specification</u>	Essential (E) Desirable (D)	Demonstrated at Application (A) Interview (I)
Experience, expertise and skills		
Administrative experience	E	A/I
Previous experience of higher education administration and knowledge of the student recruitment process	D	A/I
Excellent organisational skills	E	I
Excellent written and oral communication skills	E	I
Effective time-management	E	I
Thorough working knowledge of Microsoft Office (Outlook, Word and Excel)	E	A
Experience working with online platforms such as CRM, Mailchimp, social media channels	E	A/I
Personal attributes:		
Process driven, target orientated and demonstrates responsibility	E	I
Enthusiastic, adaptable, pro-active and uses initiative	E	I
Calm, efficient and polite manner, able to work under pressure without losing these qualities	E	I
Ability and desire to work as part of a team	E	I
Willingness to learn new skills	E	I
Willingness to deliver first-class customer service	E	I

Terms of Employment:

Salary: £20,000 per annum.

Hours: 35 hours per week with one hour lunch break (1.0 FTE). The usual working day is 9.00 a.m. to 5.00 p.m. although some evening and weekend working may be necessary.

Holiday: 22 working days p.a. plus Bank Holidays. LST is closed between Christmas and New Year and this is given as additional leave.

Pension: Eligible to join contributory School pension scheme.

Probation: Six months.

Notice: During the six month probationary period, one week's notice may be given in writing on either side. After this period, one calendar month's notice is required on either side.

London School of Theology is a Christian college and as such it is a requirement of the Person Specification that the postholder must be in sympathy with the Christian ethos, aims and objectives of the School.

Application Process and Closing Date:

A CV and letter of application (in which you specifically state how you meet the requirements of the Person Specification) should be submitted to:

The HR Manager
London School of Theology
Green Lane, Northwood
Middlesex HA6 2UW

Email: recruitment@lst.ac.uk

Tel: 01923 456000

Closing date for receipt of applications: Noon, Friday 6 November 2020

Interview date: Wednesday 11 November 2020
It is anticipated that interviews will be held on site.