

Admissions Officer Job Description

The Institute for Optimum Nutrition

Job Description

Job title: Admissions Officer	Starting salary: £34,000
Responsible to: Academic Registrar	Contract terms: Permanent, full-time (37.5 hours per week) Weekend work will be required.
Department: Corporate Services	Location: Hybrid role requiring 3 days a week working in the office in Richmond

Introduction

The Institute for Optimum Nutrition is one of the UK's longest established and most respected higher education institution, a thought-leader in nutritional therapy.

At ION we aim to create a stimulating, challenging and rewarding learning experience, through sharing a unique fusion of education, research and professional practice and inspiring our students and staff to enrich our communities. Our skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our learning community.

This job description sets out the flexibility of the role and the responsibilities expected of the job holder.

The job description will be reviewed and amended as the needs of the Institute change and to provide appropriate development opportunities. Members of staff are expected to participate fully in discussions about changing requirements. The Institute reserves the right to require changes to the job description after consultation with the individual concerned.

The Institute for Optimum Nutrition (ION) is committed to and champions equality and diversity in all aspects of employment. All staff are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Overall purpose of the role

The purpose of this role is to provide a first-class admissions and student recruitment service, offering clear and professional advice to applicants whilst ensuring quality and standards are maintained.

Context

1. The post-holder reports to the Academic Registrar .
2. The post-holder is a full-time member of Corporate Services and will work closely with members of the academic faculty and the wider organisation.
3. There is no budgetary responsibility.

Key tasks and accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected. This is not an exhaustive list of all the tasks that may fall to the post-holder and staff are expected to carry out such other reasonable duties as may be required.

Main duties

You will be responsible for delivery and development of admissions recruitment administration. Key to the role is the use of the student database and customer service management system for recording all applicants as they progress through the recruitment process and for reporting on recruitment statistics quarterly. Being responsible for admissions function, you will use a range of Apps to engage with prospective students (e.g. Calendly, TAWK, Active Campaign, Tribal EBS). You will actively promote change and support new ways of working within both the Admissions department and the wider organisation.

You will be responsible for providing timely information, advice and customer care to prospective students to ION courses, ensuring that appropriate standards of behaviour, performance are demonstrated at all times. At regular intervals you, as part of a team will carry out admissions reviews, set objective and give feedback on past performance to improve future performance. You will also provide regular performance reports to the Senior Management Team. And Board of Trustees.

Tasks include:

- Course Enquiries; replying to telephone and email enquiries with regards to ION courses and/or student admissions.
- Processing of Admissions; processing applications, booking interviews, preparing and sending out offer letters, entering, updating and maintaining accurate student records in the database.
- To prepare and present information for open days and represent ION at external events (weekend working).
- The arrangement and coordination of applicant interviews in consultation with academic staff when necessary.

- Checking that offers made comply with ION's policies, recording in the student database and advising applicants of results, offering places/rejections as appropriate.
- Dealing with enquiries regarding availability of places, fees, fee-waiver eligibility; liaising with the Academic Administration and the Head of Finance on issues regarding student finance relating to student enrolment.
- Upon receipt of application, seek verification of home and EU applicants' identification and examination documentation; ensuring where appropriate that applicants have returned and/or supplied the relevant documentation for the entry of the course.
- Work closely with the Academic Administration regarding international student admission.
- Working with Finance and Academic Administration to ensure an effective registration process for students.
- Ensuring applicant records are up to date and changes in circumstances are fully communicated across ION and to external bodies where appropriate.
- To work closely with the Management to ensure student application and conversion targets are met.
- To have a detailed understanding of the regulations, frameworks, processes and the applicant experience, ensuring that ION, accreditations, partnerships and validation requirements are met and that advice and direction can be given.
- To ensure that our quality standards for admissions are maintained across all courses.
- To prepare statistical admissions data to the Senior Management Team, Board of Trustees and relevant internal staff.
- Ensure all course information is accurate, up to date, that early bird and application deadlines are correct and being advertised on the ION website.
- To keep up-to-date with all trainings e.g. GDPR, admission requirements and standards, management refresher trainings and continuing professional development.
- To contribute to the development of policies and procedures; to represent ION, liaise with external bodies and attend membership networking events.

Other

1. To comply with all relevant policies and procedures.
2. In the context of ION and personal development to carry out any other duties that are commensurate with the role and as instructed by the Academic Registrar.
3. To assist with other administrative duties within ION if required.
4. To adhere to the ION's Health and Safety policies and procedures and to perform any ION wide designated duties with regard to Health and Safety and the security of ION.
5. To adhere to and actively support the Equality, Diversity and Inclusion policies and their implementation.

Person Specification

We are committed to and champion equality and diversity in all aspects of employment. All staff are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Criteria:

All criteria should be considered to be essential unless otherwise stated.

	Essential	Desirable
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Knowledge	<ul style="list-style-type: none"> • Knowledge of education database admissions processes and procedures. • Knowledge of student records systems to manage a student's application process. • Knowledge of using databases to run reports and provide insights. 	<ul style="list-style-type: none"> • Knowledge of using Tribal EBS
Qualifications	<ul style="list-style-type: none"> • Educated to A-Level equivalent, and evidence strong intellectual capability. 	
Experience	<ul style="list-style-type: none"> • Experience using and developing database systems. • Good working knowledge of MS Outlook, Excel, Power Point and database skills. • Experience working in a higher education environment (desirable). 	<ul style="list-style-type: none"> • Experience working in a higher education environment
Skills and abilities	<ul style="list-style-type: none"> • Excellent analytical and organisational skills. • Proven ability to handle and prioritise a complex portfolio of responsibilities in a challenging and fast-moving environment. • Excellent skills in written and oral communication. • Ability to work as part of a team and individually. • Good sales, communication and presentation skills including the ability to influence and persuade. • Excellent customer service skills and ethic. 	

	<ul style="list-style-type: none"> • Impeccable attention to detail. 	
Personal style and behaviour	<ul style="list-style-type: none"> • Be able to demonstrate independent and self-managing working styles. • Organised and methodical approach to record keeping and reporting • Friendly and professional manner. • Resilient, committed, motivated and energised. • Able to demonstrate commitment to the mission and values of the organisation. • An understanding of the importance of equality and diversity within an organisation and a commitment to helping create an inclusive culture. 	
Other requirements	<ul style="list-style-type: none"> • Active engagement in ION staff supervision and performance management programme, and wider organisation activity. • Willingness to engage and participate in events that support the development of the organisation. • Willingness to engage in training and development to support continued effectiveness within the role. • Hybrid working between Richmond and home. 	