

Job Title: Admissions Officer

Unit/School: Marketing, Communications and Student Recruitment

Grade: 4A/B

HERA: MCSR07

## Core purpose of role

This is a key post that will contribute to the ambitions of the University's Strategic Plan 2030.

The post-holder will deliver a professional, fair and efficient applicant experience to UK and International applicants, whilst providing the academic schools with advice on process and acting as the institutional repository for qualifications expertise.

The role holder will be responsible for their own portfolio of programmes, ensuring consistent assessment of applications submitted. The role holder will provide a high level of customer service to applicants, make decisions on applications, short-list applicants for interview, implement the pre-CAS process for international students and work closely with key stakeholders including Admissions Tutors.

Working efficiently and flexibly, the role plays a key part in the delivery of an excellent applicant experience and assisting the University to meet its student number targets by admitting suitably qualified applicants.

## Key responsibilities and contributions

- Make admissions decisions in line with Cardiff Metropolitan University criteria, English language requirements, and delegated authority.
- Inputting admissions decisions into the relevant system and issuing offers to applicants.
- Liaise with admissions tutors and professional services to ensure timely progression of applications (e.g., interviews, qualification checks).
- Request and manage additional information from applicants when needed.
- Assess supporting documents and complete initial fee status evaluations.
- Maintain accurate admissions records and ensure required data is complete for University returns and UKVI CAS requirements.



- To assist and advise members of academic staff, where appropriate, on admissions processes and UK and International qualifications.
- Provide clear, customer-focused communication to advice, support and inform applicants and potential applicants about the full range of educational opportunities offered by the University and enhance conversion to enrolment.
- Ensure all actions comply with University and external regulations (e.g., UCAS, GDPR, UKVI).
- Support the Admissions and Course Enquiries team in resolving applicant queries efficiently.
- Support marketing and recruitment activities (Open Days, Applicant Days, Conversion, Confirmation & Clearing, Enrolment) and collaborate across the team during busy periods.
- Members of the Admissions Team are expected to show a high level of support for their colleagues by sharing joint tasks across the whole team when required, (fluctuations and cover) as well as managing their own portfolios efficiently and with a high degree of accuracy.

## **Person specification**

### **Essential qualifications / Professional memberships**

- First degree or equivalent extensive work experience in Admissions.

### **Essential experience, knowledge and skills**

1. Experience of managing an application or recruitment process within a higher education institution preferably, including experience of Admissions or University administration.
2. Ability and experience to communicate professionally in writing and orally with various audiences.
3. Experience of working in a high volume processing environment using complex databases and using initiative in carrying out your duties.
4. Experience of solving problems effectively and efficiently with an understanding of complex procedures and regulations relating to university admissions.
5. Knowledge and understanding of University Admissions for Home and International undergraduate and postgraduate students.

6. Knowledge and understanding of UK and International qualifications for access to Higher Education.
7. Proficiency in IT including the use of Microsoft Office and databases.
8. Strong time management, organisation and problem solving skills.
9. Ability to work under pressure, prioritise tasks and meet deadlines.
10. Ability and experience of team working and developing good relationships with internal and external stakeholders.
11. Flexible and able to adopt to changes in procedures, systems and circumstances.
12. Commitment to professionalism, collaboration, and high service standards.

### Desirable

1. Experience of working in Admissions and processing decisions for Home and International applicants using UAS and Admissions/Student systems.
2. Experience of reporting tools such as Business Objects for monitoring and providing information to stakeholders.

### Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
<b>A1 – Beginner</b> Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
<b>A2 - Basic user</b> Can deal with simple, straightforward information and communicate in basic Welsh.				
<b>B1 - Intermediate user</b> Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				



<b>B2 - Upper intermediate user</b> Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
<b>C1 - Fluent user</b> Can communicate fluently in Welsh.				
<b>C2 - Master user</b> Can communicate fluently on complex and specialist matters in Welsh.				

### Disclosure & Barring Service requirements

This post does not require a DBS check.

### Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.