



Admissions and External Relations Manager

Job Specification

Job Description

Employment status:	Permanent, full time.
Hours:	Full time hours at Al-Maktoum College are 36.25 per week, Monday to Friday 9.00am to 5.15pm.
Location:	124 Blackness Road, Dundee, DD1 5PE. The role is based full-time at the College with the possibility of hybrid working.
Department:	Admissions
Manager:	Director of Academic Programmes
Liaises with:	Prospective and Current Students, Academic Staff, Student Administration, Events Co-ordinator, Finance Team, Academic Registrar, Head of College
Visa Eligibility	This post does not meet the requirements for a UKVI Skilled Worker Visa

Summary of the Role

The Admissions team provides a vital service to support the College in meeting its targets for UK and international recruitment across all undergraduate and postgraduate programmes and courses. Managing this team, your focus will be to meet the College's strategic objectives through effective processes and procedures in Admissions, External Relations and Student Recruitment.

With ever increasing competition to recruit the best students, it is vital that the team delivers a proactively efficient, fair, consistent and transparent customer-focused service. Using your exceptional communication skills, you will connect and build relations with the College's external partners and develop new partnerships in the higher education sector. You will support the development, steering and implementation of the Admissions strategy in this business-critical area.

The post holder will demonstrate exceptional leadership skills to steer, coach and mentor the Admissions team ensuring it adheres to the highest standards of compliance, customer service and professionalism whilst achieving its objectives.

Responsibilities and Accountabilities

Admissions

- Deliver an effective and efficient undergraduate, postgraduate and short course admissions process for the College and its applicants, working as appropriate with the admissions function of partner institutions.
- Plan and execute an admissions and student recruitment strategy, to meet annual and per intake targets.
- Lead, motivate and develop the admissions team, managing daily workflow and resource allocation to ensure a smooth functioning of the team.
- Monitor the provision of a customer-focused service to applicants and enquirers, ensuring the prompt processing of applications and queries, meeting agreed turnaround times and maintaining an efficient operation at all times
- Oversee the provision of Confirmation of Acceptance for Studies (CAS) issued by the College and maintain an up-to-date knowledge of the student route via the UK Visas and Immigration service. Ensuring at all times, the College maintains its sponsor duties and responsibilities
- Undertake research annually to ensure guidelines on qualification equivalencies are maintained and accurate
- Monitor and report on sector developments in admissions policies to enable the College to anticipate change and plan their response

External relations

- Develop strong relationships with external relations teams in partner institutions and other organisations, providing support to our members and leading collaborations where appropriate.
- Promote the College's reputation through media relations
- Ensure that we are maximising opportunities for coordinated activity with our partners.
- Demonstrate excellent project management skills, including planning and prioritisation.
- Support the work of senior managers in building relationships with local, national and international partners, funders, regulatory bodies and policy makers.
- Oversee and develop the identity and brand of the College and establish its positioning with multiple strategic partners and stakeholders
- Keep abreast of developments in the field of higher education, both national and international policies and relevant key changes within partner organisations.
- Represent the College at meetings, conferences, and events relating to this area of activity

Recruitment

- Work with key academic staff, stimulate and improve student recruitment, in particular international and postgraduate student recruitment
- Oversee and occasionally participate in initiatives to drive student recruitment and enrolment opportunities, including attending internal and external events, and other promotional activities.
- Oversee the development and promotion of the College's publications and publicity materials
- Manage the development of the use of internet communications, in particular the website and social media

Alumni Relations

- Develop the College's alumni relations activities to raise its profile and provide professional networking for its undergraduate and postgraduate alumni
- Engage alumni with the academic life of the College through events, communications and developing an ambassadorial role

Other

- Participate in all relevant meetings, training and development sessions to enhance the student application experience
- Oversee the accurate and timely recording of data on the College's computerised Student Management Systems (SMS)
- Manage the complaints and appeals process for admissions and provide accurate information to all applicants.
- Keep up to date with regulations and guidelines, regularly reading guidance notes and attending training courses and seminars, as necessary.
- Create a culture of continuous improvement
- Undertake any other reasonable duties commensurate with the post.

Line management responsibilities

- Student Recruitment Officer
- Marketing and Communications Officer

Financial accountabilities

- To manage the student recruitment and marketing budget

Person Specification

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed.

The competencies set out below are essential and are core requirements needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

Competency	Identified by
Knowledge and Experience	
Knowledge of current issues in national and international higher education	Interview
Proven management experience in this role	Application/Interview
A relevant degree or equivalent qualification and/or experience	Application /Interview
Experience of developing long term collaborative links between different groups and leading and influencing networks	Application /Interview
Experience in marketing, communications, and partnerships	Application /Interview
Takes personal responsibility for leading by example and ensures that a robust framework of risk management policies and procedures are in place to protect both individual members of staff and College liabilities.	Application /Interview

Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development. Application /Interview

Competency

Identified by

Skills, knowledge, and aptitudes

Communication: Can demonstrate the ability to summarise complex ideas or information which may be highly detailed, technical or specialist. Application /Interview

Teamwork and Motivation: Develops objectives in ways that enable team members to contribute and identify with collective objectives. Finds ways for individuals to achieve their objectives and development plans without compromising the team's priorities. Application /Interview

Liaison and Networking: Can demonstrate the ability to actively seek to build productive and enduring relationships between internal and/or external bodies to benefit the College. Application /Interview

Service Delivery: Can demonstrate the ability to set standards sufficiently high to meet customer expectations. Monitors standards and levels of service, obtains feedback and uses research to inform developments and ensure quality. Is aware of external factors that may impact on services and takes appropriate action to minimise potential damage. Application /Interview

Decision Making: Can demonstrate the ability to consider the wider impact of decisions, assesses possible outcomes and their likelihood. Uses judgement to make decisions with limited or ambiguous data and takes into account multiple factors. Distinguishes between the need to make a decision, when to defer and when not to take a decision. Application /Interview

Planning and Organisation: Can demonstrate the ability to identify future demands and opportunities and develop longer term plans. Coordinates the work of others to improve performance and use of resources. Involves other areas appropriately and co-ordinates effort and resources so standards, performance and shared objectives are achieved. Application /Interview

Initiative and Problem Solving: Can demonstrate the ability to initiate processes and procedures to resolve new problems. Anticipates possible implementation difficulties and identifies practical ways of overcoming or preventing them. Takes account of others and the broader context when generating options.

Application /Interview

Analysis/Reporting: Can demonstrate the ability to design and use data gathering and analytical methods appropriate for each investigation. Recognises and accurately interprets patterns and trends. Recognises when additional data is required and identifies appropriate sources. Produces reports and identifies key issues and findings.

Application /Interview

Training: You must be prepared to undertake compulsory online training should you be appointed. This annual training includes: GDPR for Education; Bully and Harassment in the Workplace; Equality and Diversity; Fire Safety in Education; H&S in Education; Working with DSE equipment.

Application /Interview

Ongoing role specific training will be required.

Benefits

- Salary range of £33,389 to £36,470 per annum. (Salary may be negotiable depending on experience)
- 34 days paid holiday (this includes public holidays and paid closure days;
- Pension scheme (auto-enrolment to the People's Pension). You may opt-out.
- Paid sick leave
- Mental health and wellbeing support
- Ongoing training and professional development
- Parking provision
- 50% of gym membership paid retrospectively
- Charity giving

Application Process

By email to hr@almcollege.ac.uk

Please include the following documents:

- A covering letter outlining your suitability to the for the role including your current salary details
- A completed application form
- Any additional information

Informal discussion

For an informal discussion about the role please contact Lynn Osborne-Moore by email pa@almcollege.ac.uk.

For any other enquiries please contact HR on 01382 908070 or email

No Agencies – we do not use agencies, nor do we accept agency CV submissions.

Closing date

Friday 16th September 2022

Applications may be reviewed prior to closing date and occasionally, you may be invited to interview ahead of the closing date.

HR will screen all applications in person. Only those short listed will be contacted. We appreciate the time taken to make a job application and interest shown in Al-Maktoum College.

Interview date

Date for interview will be advised to you later in this process.

There may be a two-stage interview process, held on different dates.

Please advise of any dates that you cannot make, up to 4 weeks from the closing date. This helps us plan interviews should you be shortlisted.