

Admissions Administrator

Part Time (3 days)

Salary: £16,289 – £16,961 FTE

Closing Date: Friday 25th May 2018

Start Date: Friday 1st June 2018 (flexible)

Nexus ICA is looking to appoint an organised, skilled and dedicated individual to work as our Admissions Administrator. Reporting to the Senior Administrator, you will be responsible for making sure all administrative elements of admissions runs smoothly. You will be on hand to ensure that the process from application to enrolment is well managed and an excellent experience for each student who applies.

Responsibilities will include managing our application systems, communicating in a timely and efficient manner with applicants, working with the Communications Team to recruit students, and managing student housing. You will be part of a team who are responsible for administrating and representing Nexus at Exhibitions, Fairs and Open Days and as such may be required to work weekends or evenings on occasion.

Since you represent a prospective student's first experience with Nexus ICA, you will have an excellent phone manner and be experienced in written communication. You will be expected to learn quickly how to communicate on behalf of Nexus using the right language and tone, and be able to learn the systems and requirements of Higher Education. Your excellent interpersonal skills will also enable you to relate to and communicate effectively with all staff, students and colleagues at our validating University. Nexus exists within a Christian faith-based context, so you will either be part of the Christian faith or be sympathetic towards it, understanding that the values of our faith inform and give reason to our life and work here.

You will have a proven record of organising and planning ahead in order to ensure activities are completed in a timely manner. You will also have a proven track record of competency in working with a variety of IT systems or the ability to learn to use new ones quickly and effectively, as the role requires your interaction with a number of different applications.

The Employer

Nexus ICA is a faith-based educational institution based in Coventry delivering a higher education course in Popular Music and Worship. With a vision to be Europe's leading Christian institute for vocational arts education, you will be joining the organization at a time of expansion and development in the Higher Education sector. You will have the opportunity to work with the Operations Team to develop and strategically move the role of Admissions Administrator forward.

The staff are dynamic, energetic, caring and devoted to providing our students with the best environment possible for learning in all areas of life. All staff are involved in a wide range of activities that are deliberately created to enhance the learning experience. We are future-facing, focused and committed to developing an educational platform that pushes the boundaries of expectation in the Higher Education sphere. Our mission and values statements (available on our website) permeate every area of life at Nexus, and are fully upheld and demonstrated by each staff member.

You will be working with colleagues who together are responsible for ensuring seamless administrative support to the entirety of Nexus ICA. While this role operates within Operations, your involvement will not be limited to this area. In particular, you will be expected to give energy and ideas to extra-curricular activities which are an essential part of the course and help to produce a growth mindset among staff and students alike.

Essential Skills and Characteristics

Effective Communication and Team Development

The ability to understand and execute administrative functions on behalf of the Senior Administrator, including the preparation of documents, communications and the compilation of reports.

To have a clear understanding of the protocols and communications skills required to represent Nexus ICA. The ability to discern how enquiries and inbound communications are handled in order to ensure they are prioritised correctly and in a timely manner

To work as part of a team, and in particular with the Senior Administrator, in order to ensure our applicants and incoming students have all of the information they require or need.

To demonstrate use of excellent communication skills; being the first point of contact for enquiries from applicants.

Commitment to Excellence

To seek ways of improving practice by reflecting on methods of working and by obtaining and analysing line manager's observation and student feedback.

To commit to engaging with further training as appropriate to your role.

To demonstrate good patterns in the area of administrative systems.

Effective Decision Making

To sit on student selection panels and interview process as required.

To make collaborative decisions with the Operational Team when necessary.

Planning, Time Management and Organisation

To be able to manage the fluctuating demands of seasonal work, managing time and tasks well.

Possess strong organisational and planning skills which enable you to look ahead and ensure all deadlines are met, particularly around communication.

To be flexible and proactive in supporting teaching staff and their communication to incoming students.

To ensure personal standards of punctuality and reliability.

Pastoral Care and Student Wellbeing

To deal with sensitive issues concerning students and provide support within the designated structure of pastoral care at Nexus ICA.

To have a working knowledge of the support that is available to students and direct where appropriate.

Teaching and Learning

To work effectively as part of the Operations and Administrative team to further the education of the students through the training and development of student teams in the area of administration.

Commitment to Nexus ICA's holistic approach to learning.

To make a significant contribution to extra-curricular activities that form part of the student experience.

Knowledge and Experience

Qualifications

- Degree (desirable but not essential)
- Relevant level 4 qualification or above (desirable but not essential)

Experience

- A working knowledge of administrative systems within HE is desirable but not essential.
- Experience working in a fast-paced environment would be beneficial.
- A proven track record of organising and planning ahead in order to ensure activities are completed in a timely manner is essential.

Skills/Attributes

- An ability to operate within a team based upon strong Christian values and principles.
- An ability to support students pastorally.
- Excellent written and verbal communication skills.
- Organisational skills including the ability to plan ahead in order to manage a fluctuating work load throughout the academic year

- Administrative skills which include the proactive use of technology and the discipline to deliver in a complex and diverse environment.
- Competent in the use of Microsoft Office products including Word, Excel and Outlook.
- Aptitude for, and willingness to learn, new applications and systems of operation.
- An ability work as part of a team

General duties

- To undertake general reception duties such as answering the phones, managing general enquiries, receiving visitors and dealing with the post. This requires an understanding of the whole organisation in order to direct enquiries to the correct member of staff as well as good interpersonal skills that represent the heart of Nexus ICA.
- To undertake any other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you.
- To take responsibility for upholding and complying with Nexus ICA's Mission and Values statements and for behaving in ways that are consistent with fair and equal treatment for all.
- To attend relevant training and meetings as required.
- To comply with all Health and Safety policies and work in accordance with the Health & Safety at Work Act, ensuring the College is safe environment for staff, students and visitors.
- To work at all times in accordance with Nexus ICA's policies, procedures, mission and values.

Additional duties

Dependent on the demands of the timetable and suitability of candidate; to act as a Personal Tutor or Assistant Personal Tutor which may include leading a seminar group covering material relating to the Christian faith.