RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don’t have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (eg. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- We recommend that you take a copy of this recruitment pack to help with your preparation.

A commitment to sustaining an inclusive and diverse community is one of the University’s Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation DisabledGo who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206-874588/873521) for help.

Closing Date: 14 August 2017

Interviews are planned for: w/c 4 September 2017 (likely to be Wednesday 6 September 2017)
### JOB DESCRIPTION – Job ref REQ00760

<table>
<thead>
<tr>
<th>Job Title and Grade:</th>
<th>Admissions Technical Officer Grade 7</th>
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<tbody>
<tr>
<td>Contract:</td>
<td>Permanent, full-time</td>
</tr>
<tr>
<td>Hours:</td>
<td>A notional minimum of 36 hours per week</td>
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<tr>
<td>Salary:</td>
<td>£29,301 - £32,004 per annum</td>
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<tr>
<td>Department/Section:</td>
<td>Communications &amp; External Relations</td>
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<tr>
<td>Responsible to:</td>
<td>Director of Communications &amp; External Relations</td>
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<tr>
<td>Reports on a day to day basis to:</td>
<td>Business Systems Officer, Admissions</td>
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<tr>
<td>Responsible for:</td>
<td>Admissions temporary staff during Confirmation &amp; Clearing</td>
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**Purpose of job:**

The Admissions Technical Officer is responsible for identifying and developing IT-based processes and reporting improvements for the University’s Admissions function; s/he will draft technical specifications in response to problems and development ideas, and liaise with the IT Services Corporate Information Systems developers in order to ensure that system enhancements are implemented in a timely manner.

The post-holder will also provide high quality statistical data for reporting on applications to meet the needs of a variety of stakeholders, and provide analysis of this data to help inform policy, processes and decision-making within Admissions. S/he is responsible for working with the senior team of Admissions Managers to arrange the efficient and effective execution of the annual cycle of admissions tasks and transactions, ensuring that systems and processes meet the needs of stakeholders, including applicants and all staff involved in the admissions process.

S/he is responsible for the line management, induction and training of the Admissions temporary staff responsible for technical matters during Confirmation and Clearing.

### Duties of the Post:

1. **Reporting and data analysis**
   - To provide high quality statistical data for reporting on applications to meet the needs of a variety of stakeholders (including Admissions Managers, University senior management, and staff in academic departments).
   - To provide analysis of this data to inform admissions policy and processes; to ensure published decision-making response times are closely monitored.
   - To design and produce reports for academic departments and recruitment staff that provide live applicant data to aid conversion from application to registration.
   - To provide accurate and timely data on current application for Freedom of Information requests when required.

2. **Systems and process review and development**
   - To work collaboratively with the University’s Admissions teams, in particular with the Admissions Managers, to ensure that the annual cycle of admissions tasks and transactions are carried out efficiently;
To ensure that effective IT-based systems are in place to support delivery of high quality services to applicants, academic admissions selectors and all team members involved in processing applications.

To work collaboratively with the University’s Admissions teams and the Business Analysis team to undertake process and systems reviews and develop ideas for improvements to existing systems and services.

To be responsible for ensuring that the University’s technical systems and future developments and enhancements support the University’s compliance responsibilities in respect of Home Office guidance (for the admission of students that require a Tier 4 visa to study in the UK). To draft requirements documents and high-level technical specifications in response to identified problems or ideas for improvements.

To be the main technical liaison between the Admissions teams and the University’s Corporate Information Systems Admissions, SharePoint and Web Development teams; undertaking responsibility for specific projects relating to technical enhancements and new developments for the Admissions databases, Electronic Applicant File systems, myEssex Applicant Portal and other web-based admissions services.

To be responsible for ensuring that enhancements and developments are tested appropriately before introduction and are implemented in a timely manner (in line with the strategic priorities of the Admissions Offices).

To liaise with colleagues in other professional services, including Accommodation, Finance and Academic Section, to ensure that seamless and high quality IT-based services are provided to applicants and new students.

3. **Staff management, induction and training**

   - To be responsible for the induction and ongoing training of the Senior Admissions Advisers and Admissions Managers, in relation to technical systems and processes.
   - To be responsible for the production of training documentation and quick reference guides for processes related to technical systems.
   - To be responsible for the line management, induction and training of the Admissions temporary staff responsible for technical matters during Confirmation and Clearing.
   - To manage a student Frontrunner, when the placement involves technical and systems-based projects.
   - To provide access for all users of the Admissions databases, Electronic Applicant File systems and Communications and External Relations SharePoint site, and to be responsible for ensuring that data and processing are managed in compliance with the University’s data protection policy.

4. **General admissions duties**

   - To deputise for the Business Systems Officer on a range of Admissions related projects, as appropriate.
   - To liaise with relevant colleagues regarding the co-ordination of the technical services and logistical arrangements for the annual Confirmation and Clearing events in August.
   - To be a nominated liaison officer for UCAS technical matters within UG Admissions, taking responsibility for the effective communication of transactions between the University’s Undergraduate Admissions database and UCAS, including troubleshooting and problem-solving when technical issues arise.
   - To make admissions decisions and process applications for one department during the annual admissions cycle.
   - To be responsible for the maintenance, testing and updating of official documents, for example offer letters, via the Admissions electronic documents system.

5. Any other duties assigned from time to time by the Director of Communications & External Relations or his/her nominee.

Occasional evening or weekend working may be required at peak times, such as Confirmation and Clearing in August. Travel to the Southend and Loughton campuses may be required on an occasional basis.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.
Terms of Appointment

For a full description of the terms of appointment for this post please visit:  
http://www.essex.ac.uk/hr/current-staff/terms.aspx#  

July 2017
PERSON SPECIFICATION

JOB TITLE: Admissions Technical Officer

Qualifications /Training

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<thead>
<tr>
<th></th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Minimum of two A-levels or equivalent</td>
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<td>☐</td>
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<tr>
<td>Bachelor’s degree</td>
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Experience/Knowledge

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<tr>
<th></th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Experience of working in an administrative role</td>
<td>☒</td>
<td>☐</td>
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<tr>
<td>Experience of working as an effective member of a team</td>
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<tr>
<td>Substantial knowledge of IT systems, including experience of using and extracting data from complex databases, and advanced features of MS Word and Excel</td>
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<tr>
<td>Experience of delivering training and support in an administrative context, including production of user documentation</td>
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<tr>
<td>Experience of systems or process development and implementation in a complex organisation</td>
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<tr>
<td>Knowledge of Microsoft SQL-based systems</td>
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Skills/Abilities

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<tr>
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<th>Essential</th>
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<tr>
<td>Excellent organisational skills</td>
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<tr>
<td>Excellent communications skills, both written and oral</td>
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<tr>
<td>Substantial level of numeracy, including the ability to produce, present and understand basic statistical data</td>
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<tr>
<td>Ability to understand, interpret and communicate rules and procedures, in relation to internal business processes</td>
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<tr>
<td>Ability to understand and analyse business processes and their technical requirements</td>
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<tr>
<td>Ability to work under pressure while maintaining accuracy and attention to detail</td>
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<td>Ability to manage multiple tasks, prioritising effectively in order to meet deadlines</td>
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<td>Ability to maintain confidentiality and exercise discretion when dealing with applicants, their parents and advisers</td>
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<tr>
<td>Excellent IT skills, including advanced use of MS Word and Excel</td>
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<td>Ability to work effectively independently and on own initiative</td>
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Other

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Ability to meet the requirements of UK ‘right to work’ legislation*</td>
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* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that
the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link https://www.gov.uk/government/organisations/uk-visas-and-immigration

July 2017
ADDITIONAL INFORMATION

Communications & External Relations

You can find more information about the department at the following link www.essex.ac.uk/cer

General information

Informal enquiries may be made to Jen McElroy, Business Systems Officer (Admissions) (telephone: 01206 872202 e-mail: jamcel@essex.ac.uk). However, all applications must be made online.

People Supporting Strategy

Please find a link to the People Supporting Strategy.

http://www.essex.ac.uk/hr/policies/docs/people-oct15.pdf

Benefits

Our staff and students are members of the University for life. We believe a person’s potential is not simply defined by grades or backgrounds, but by a willingness to question, to collaborate and to push at the edges of knowledge and their own potential.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development
- Family Friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeparkdaynursery.co.uk
- Childcare vouchers
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension, childcare and bicycle schemes)

No smoking policy

The University has a no smoking policy.

July 2017