

Admissions Administrator

Postgraduate Admissions Office

Closing date: 1st December 2024
Job Reference: AT44076



Admissions Administrator

Salary:

£30,505–£34,866

Contract:

Fixed term to 31st July
2025

Location:

Central Cambridge

Department:

Postgraduate Admissions
Office

Responsible to:

Deputy Head of Postgrad-
uate Admissions

Working pattern:

Full-time, 36.5 hours,
Monday-Friday

The Admissions Administrator is one of ten Admissions Administrators, who are collectively responsible for carrying out the quality assurance checking and offer making process for all applicants; processing documentation submitted as evidence to meet offer conditions; confirming applicants' admission once all offer conditions have been satisfactorily met; and processing the CAS for students requiring visas.

In addition to the above responsibilities, the role holder also liaises with applicants, departments, degree committees, Colleges and funding bodies about the admissions process with a specialist focus on either; overseeing and improving the processes for continuing Cambridge students; funding, applications and International qualifications. The role will also support the work of another admissions administrator and their specialist responsibilities, which may include fee status re-assessments, part-time applications and those from disabled applicants.

The role holder will apply their excellent communication and customer service skills and experience to provide a high level of service and customer care to all staff and potential students.



Key Responsibilities

- **Provide Support and Advice**

Use information on the CamSIS database, and relevant policy documents, to provide advice on the application process and the status of applications and offers to applicants, Postgraduate Tutors, Administrators, Secretaries and others in departments, faculties and Colleges by telephone, email, and to personal callers.

Take initiative on resolving queries to ensure that relevant and accurate information is easily accessible to interested parties.

Deal with difficult cases referred up by more junior staff members.
 - **Offer Making**

Make accurate and timely offers of admission to applicants, checking that all documentation is in order; checking for appropriate academic and English language standards and setting appropriate offer conditions.
 - **Meeting Conditions of the Offer**

Scrutinise evidence received to meet conditions, in particular academic, language and financial evidence, and update the CamSIS database with details of conditions met.

Confirm applicants' admission once all offer conditions have been met.

Ensure all relevant applicant information has been entered in CamSIS for the purposes of governmental returns, such as HESA.
 - **Visa Sponsorship**

Check applicant information for visa sponsorship is accurate and complete. Scrutinise requests for CAS to ensure they are within the scope of the sponsor licence and within student visa rules.
- Ensure that the turnaround of the above processes is within the required target timescales
- **Specialism**

Act as the main point of contact in one of the following areas for those internal and external to the University:

Continuation of Cambridge students; funding, application fees and international qualifications.

Keep up to date on policy and procedures in these areas.

Devise, monitor, maintain and implement new procedures to ensure efficient and appropriate administration of the specialist area.

Keep documentation and the website up to date, and keep other staff aware of policy or procedural changes. Train other staff where required on policy and procedures in these areas.

Ensure processing times for these specialist areas are within target.

Take a lead on resolving difficult issues arising in these areas, in particular as they relate to individual applications.

Additionally you may be required to Deputise for the Deputy Head of Postgraduate Admissions and other members of the team as and when necessary

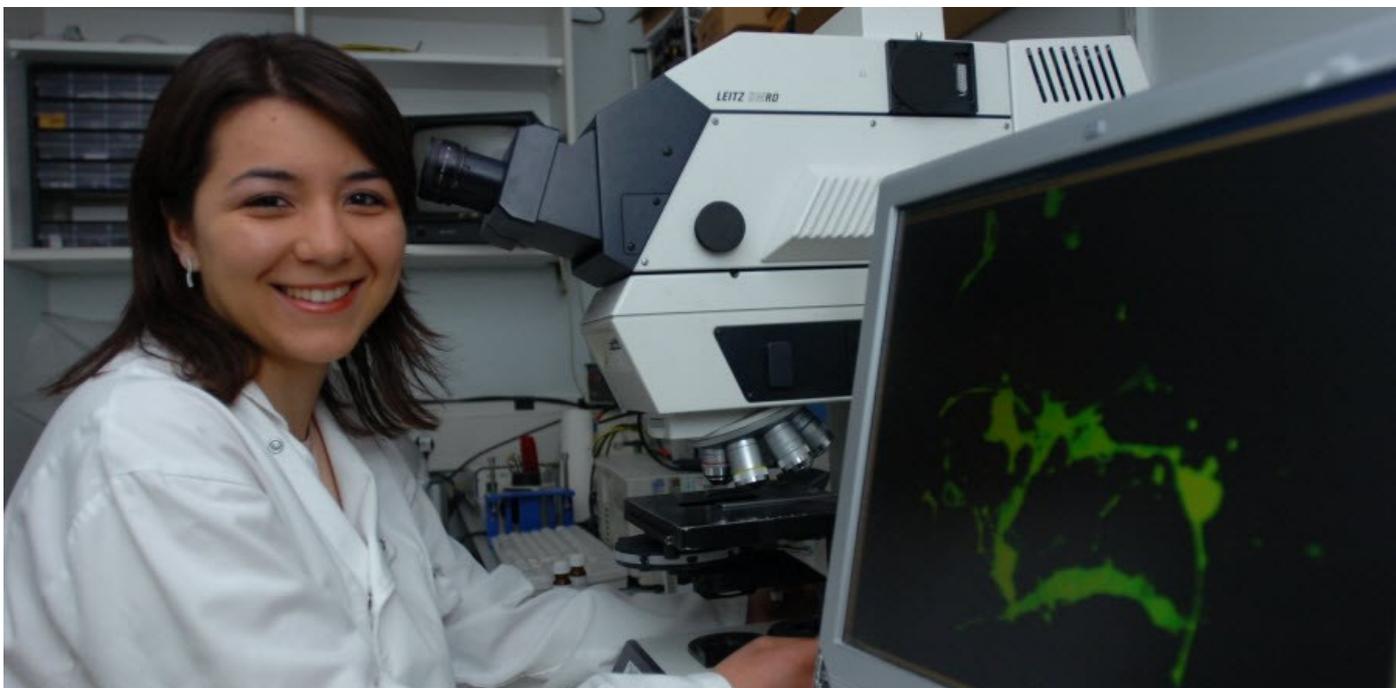
Provide supervision, advice and assistance to other members of staff

Advise and provide input into the annual updating of Postgraduate Admissions manuals, guides and publications

Person specification

	Essential	Desirable
Education & qualifications		
Educated to HNC/HND level or equivalent relevant experience	✓	
Specialist knowledge & skills		
Highly developed verbal and written communication skills, and the ability to communicate clearly, effectively and concisely to a wide audience	✓	
Excellent customer-orientated skills and capability to interacting with colleagues at different levels, from senior figures within the University, administrators, academics, and applicants (some of whom may not be native English speakers)	✓	
Ability to digest and assimilate policy and ensure that procedures are compliant with relevant policy requirements (e.g. internal admissions and quality assurance processes, and immigration requirements)	✓	
Ability to scrutinise and assess documentation accurately and efficiently (e.g. UK and non UK qualifications)	✓	
Excellent IT skills, including proficiency in Word, Excel and databases, and an ability to input data accurately and efficiently	✓	
Excellent organisational skills, and ability to prioritise and self-manage workload, to meet multiple deadlines and to work well under pressure	✓	
Ability to carry out regular processes methodically.	✓	
Excellent team worker, with a collaborative approach	✓	
Familiarity with Student Management Systems such as, CamSiS		✓
Relevant experience		
Experience of providing an accurate, responsive and timely administrative service	✓	
Experience of working in higher education and of postgraduate admissions procedures and policy		✓
Additional requirements		
Ability to use own initiative to solve problems, and contribute to improvement of processes and systems.	✓	
A high degree of discretion, as dealing with confidential information	✓	
Able and willing to work flexibly to contribute to the work of the Graduate Admissions Office as required.	✓	

The Postgraduate Admissions Office



The Postgraduate Admissions Office (PAO), comprising 26 staff led by the Head of the PAO, manages the admission of the University's postgraduate students. It is responsible for around 30,000 applications for admission to postgraduate courses each year. Recommendations for admission are made by departments and faculties and from these recommendations the PAO makes around 8,000 offers and confirms admission for around 4,500 students.

The PAO liaises with and provides advice to applicants and colleagues in the collegiate University, including 31 Colleges, 23 degree committees, and over 100 departments. It works closely with internal colleagues in the Student Registry, the Cambridge Student Information System (CamSIS), University Information Services (UIS), Disability Resource Centre, International Student Office, the Language Centre, Educational and Student Policy, and funding bodies (e.g. the Gates Cambridge, and the Cambridge Trusts).

The PAO carries out quality assurance checks and is responsible for ensuring that the University's minimum academic, financial, and language requirements are upheld; that offers of admission and College membership are made within appropriate timescales; that materials submitted by applicants as part of their application are authentic

and for communicating expected financial liabilities to applicants; liaising with the funding bodies to ensure integrated admissions and funding procedures; ensuring the integrity of the admissions data which is used to inform strategy and policy; ensuring the requirements, procedures and policy for admission are effectively communicated to all interested parties

The PAO acts in accordance with the University and Colleges' policy on postgraduate numbers and monitors the number of conditional offers made so that admittances are in balance with University and College aspirations. It is involved in implementing and communicating national regulations and guidelines such as those relating to fee status of students, visa-vetting procedures or Quality Assurance Agency for Higher Education (QAA) guidelines.

The Postgraduate Admissions Office is located in the Student Services Centre in central Cambridge

Terms of appointment

Tenure and probation

The appointments will be made on a fixed term basis until 31st July 2025.

Appointments will be subject to satisfactory completion of a six month probationary period.

Hours of Work and Working Pattern

The hours of work for the position are 36.5 hours per week, Monday to Friday.

Hybrid Working

The University is moving towards hybrid working with staff being able to benefit both from working in the office and at home. Student Admissions and Access are based within the Student Services Centre on the New Museums Site in Central Cambridge. Staff are expected to be office-based for 30% of the time, including every Wednesday. This arrangement is under review and the requirement for office based working may increase.

Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit:

www.pensions.admin.cam.ac.uk/.

Annual leave

Full time employees are entitled

to annual paid leave of 7.2 weeks (36 days) pro-rotated, inclusive of public holidays.

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you may be asked to provide your relevant original certificates of these qualifications.

References - offers of appointment will be subject to the receipt of satisfactory references.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will

make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, sscjobs@admin.cam.ac.uk that is responsible for recruitment to this position.

The University

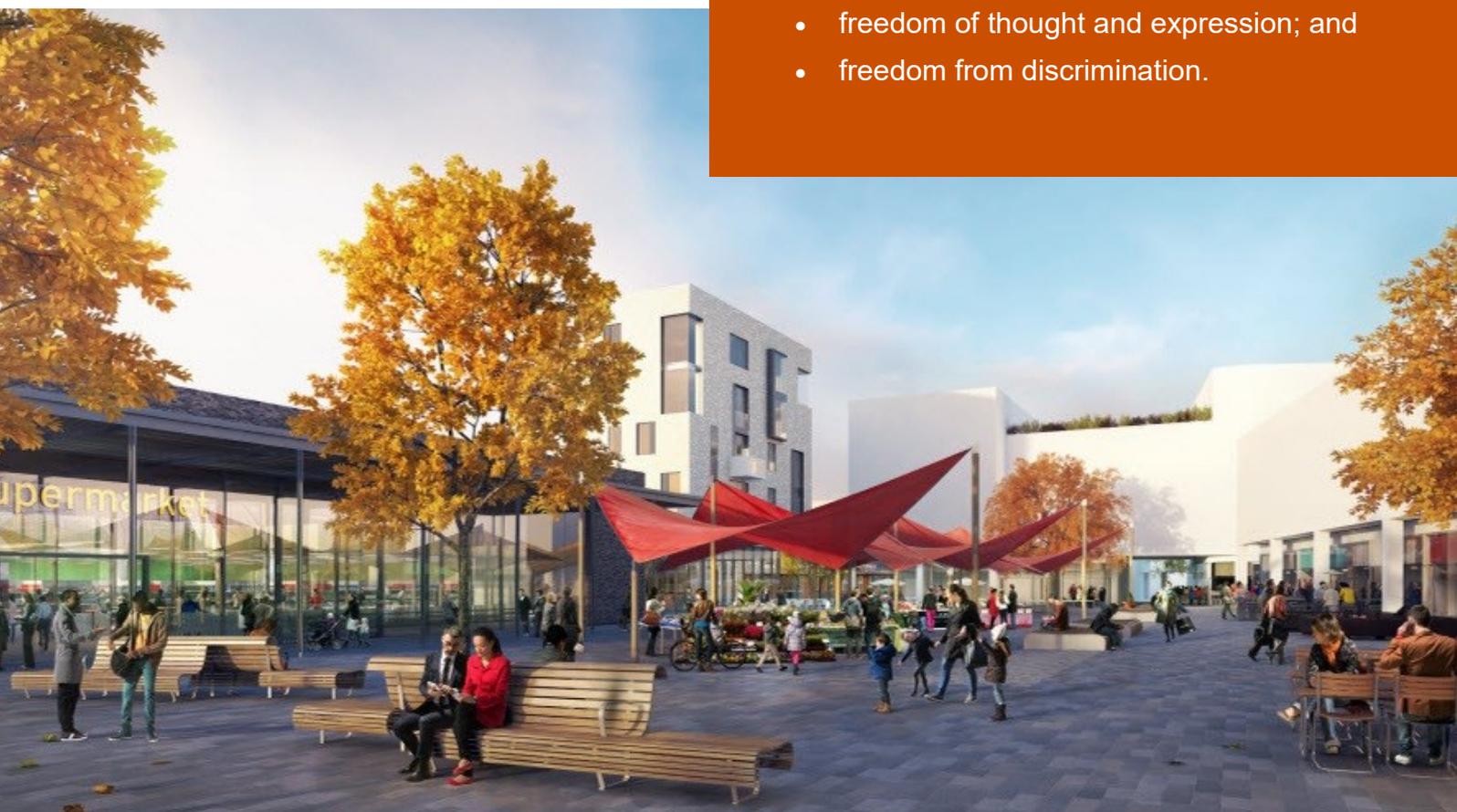
The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.





About us

The University is one of the world's leading academic centres.

It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £1.66 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £400 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support.

The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching.

Our ideas and innovations have shaped the world. Our campaign, 'Dear World... Yours, Cambridge', will raise £2 billion to help us shape all our futures.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

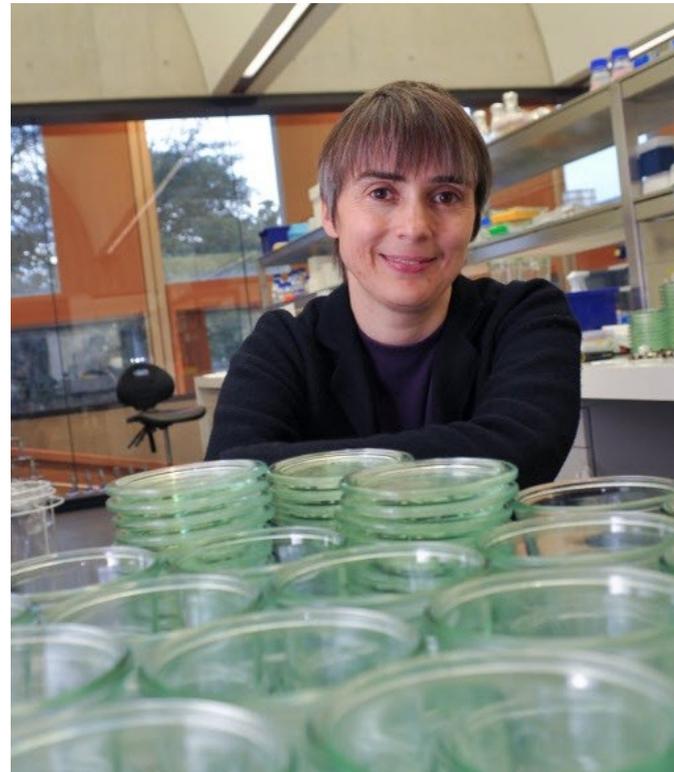
The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

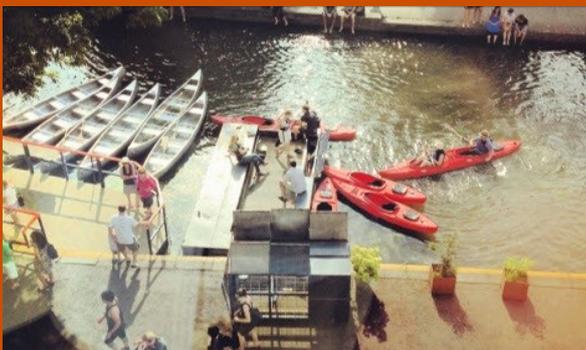
Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 11,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women. We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment. The University has signed up to the Race Equality Charter, a notional framework for improving the representation, progression and success of minority ethnic staff and students within higher education.



Living in Cambridge



Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away.



The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Further information about attractions in and around Cambridge can be found at [Visit Cambridge](#), the official tourism website for the city.

What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.



CAMbens employee benefits

We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses. CAMbens Cars and CAMbens Cycle to Work salary sacrifice schemes are also available, which enable employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University.

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care. In addition, our highly regarded workplace nurseries, childcare vouchers, a childcare salary sacrifice scheme and a high quality holiday play scheme are available to help support University employees with caring responsibilities. The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: <https://www.opda.cam.ac.uk/>

Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

What Cambridge can offer

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.

Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: <http://www.equality.admin.cam.ac.uk/>

Relocating to Cambridge

The University Accommodation Service exists to help employees in their search for a rental home in Cambridge. A new University development at North West Cambridge called Eddington offers subsidised rented accommodation to University staff. The development consists of high quality furnished one and two bedroom apartments. For more information about the development and how to apply please visit the website:

www.nwcambridge.co.uk

The importance of helping individuals settle into a new area is also recognised by the University. The Shared Equity Scheme <https://www.hr.admin.cam.ac.uk/pay-benefits/cambens-employee-benefits/financial/shared-equity-scheme> provides financial assistance to qualifying new members of staff with the purchase of living accommodation, where they have to relocate to take up their appointment. Removal expenses are also available for qualifying new members of staff.

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the [Cambridge Science Festival](#) and [Cambridge Festival of Ideas](#), as well as [Open Cambridge](#) weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.



Whether it is understanding the molecular basis of neurodegenerative diseases, or helping farmers in India increase their yield, or discovering better ways to live in large cities – I know that what we do in Cambridge affects lives, and livelihoods, the world over.

Vice Chancellor Emeritus, Professor Sir Leszek Borysiewicz, 2016

How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Informal enquiries are welcomed and should be directed to:
Victoria Gedney—**Email:** Victoria.gedney@admin.cam.ac.uk

If you have any queries regarding the application process please contact SSCjobs@admin.cam.ac.uk

The closing date for applications is: 1st December 2024

Interviews will be held: week commencing 9th December 2024