

Admissions Support Manager

Basic information

Band: C

Job family: Customer Experience

Terms: Permanent

Location: Cheltenham

Reports to: SPA Head of Professionalism in Admissions

Team: SPA

Business unit: External Relations



Role purpose:

As part of the Supporting Professionalism in Admissions (SPA) Team, providing an independent and objective voice on fair admissions, you will support senior staff, admissions practitioners, and others in universities and colleges throughout the UK, by advising on professionalism in admissions. This will include promoting and encouraging fair admissions within HE providers through effective communication of existing good practice resources, development of new good practice on emerging issues, and bespoke guidance on topics raised by our stakeholders.

Key duties and responsibilities:

- Develop, manage, enhance and effectively disseminate SPA's portfolio of good practice resources, delivering an informed, objective, consistent and meaningful message on fair admissions across the HE sector.
- Promote and encourage further engagement with SPA's good practice, gathering feedback and developing improved ways to monitor and evaluate SPA's impact on admissions practice. Actively employ intelligence gathered from the sector to drive improvements in SPA's resources and delivery.
- Represent SPA through events and direct engagement with admissions professionals, to support their good practice.
- Manage relationships with HE providers and other stakeholders, gaining their trust and confidence, to understand their different priorities and needs. Provide advice to support HE providers adapt to strategic, policy, process or structural changes in admissions.
- Contribute to UCAS developments through consideration of fair admissions implications and provision of intelligence on HE provider practice.

Accountabilities:

- The role holder will be responsible for the delivery of agreed objectives designated to them, and for coordinating the input of team members assigned to support those objectives.
- Authority to manage tasks for the achievement of the overall SPA objectives.
- The role holder will be responsible for the quality and accuracy of their own work, prioritising their workload within agreed objectives for the SPA Team.
- Authority to liaise with members of staff in HE providers, government agencies and other stakeholder organisations.

Person specification:

- An understanding of, and enthusiasm for, SPA's aims and strategic goals of fair admissions, professionalism and good practice. Able to enthuse others, internally and externally.
- An excellent communicator, with experience of public speaking and presenting at events, meetings and other engagements.
- Apt at adjusting tone and approach to most appropriately engage with a wide diversity of stakeholders at different levels, different roles, and different organisations.
- Integrity and a professional, service-oriented manner, outward looking, able to develop trusted relationships as an objective and independent voice.
- Specialist knowledge and experience of UK HE admissions, ideally gained from within a HE provider or similar organisation. Must understand and be adept at interpreting the policy challenges impacting on admissions.
- An analytical eye for interpreting information and data. Must be able to identify pertinent detail and express this in a clear way.
- Able to research and produce succinct evidence-based good practice statements and reports, as well as other dissemination materials, including briefings, newsletters and reports. Insightful in identifying the best communication channel(s) for the desired message.
- A high quality of written communication is essential.
- Adept at working collaboratively and integrating into a small team to contribute quickly, effectively and productively, through the development of relationships with SPA and UCAS colleagues, as well as with HE providers.
- Excellent task management skills, and the ability to plan and manage discrete projects, including event management. The flexibility, innovation and resourcefulness to work proactively and think effectively in a fast-paced, demanding environment.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Stakeholder – We always look through the stakeholder lens. The logic of the stakeholder is the logic of SPA.

Commitment – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

Team – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

Outcomes – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

Agility – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

Extraordinary – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.