Job Description

Job Title: PGR Admissions Administrator

Faculty/Directorate Research Services, Doctoral College

Grade: 4

Full Time, Fixed Term (Maternity cover)

	Duties of the role
Overall purpose of the role	Ensuring a seamless experience for potential students and supervisors around new admissions to doctoral programmes, including internal and external scholarship schemes, including doctoral training consortia. Key responsibilities will include administration of admissions including initial enquiries, processing applications, liaising with faculties, fee assessment checks including settled status definitions, issuance of offer letters, registration, and setting up of data records, providing specialist advice to applicants, potential applicants, agents and supervisors as required. There are three entry points per academic year, which are the peak workload points, but work is ongoing throughout the year. As the role holder will be communicating with staff at all levels of the University, including academics, immigration compliance, visa advice, faculty research & innovation (RIO) managers, external sponsors, as well as PGR applicants, a highly professional attitude and the ability to complete work to a very high standard are essential. The Admissions Administrator will be a member of the Doctoral College's administrative support team delivering an efficient and effective service to internal and external stakeholders. DMU currently has approximately 650 research students and has ambitions to grow that number over the next five years. The post-holder will work under the direction of the Doctoral College Manager and will manage their own workload. It is expected that the post-holder will also develop a broad understanding of other areas of activity within the broader Doctoral College administration team.

Main duties and responsibilities	The main duties and responsibilities of the role include, but are not limited to: • Providing specialist advice, information and guidance to applicants, prospective applicants, agents, PGR supervisors and other PGR stakeholders across the University relating to all aspects of the PGR admissions process, as well as fees, regulations, policies and processes. • Ensuring accurate and timely records and have oversight on all admissions related matters including initial enquiries, supervisor allocation, offer letter issuance, admissions, registration, and setting up of data records, triaging as required, and working closely with other team members. • Delivering high standards of complex administrative support. This includes the checking of admission documentation to ensure compliance with University entry policies and procedures and signing off on all offers prior to formal offers being made, returning documentation to relevant staff as necessary. • Ensuring that EDI is at the heart of our processes and making recommendations to change and improve regulations and processes as needed. • Keeping up to date with sector best practice and benchmarking representing DMU at external working groups and network meetings. • Taking part in PGR recruitment events, representing the Doctoral College and postgraduate research at DMU. • Administering the central university student databases, supporting continuous improvements to work flows, and suggesting further improvements to ensure a timely and effective process. • Providing data and reports as requested for REF, HESA, HESES and other bodies, both internal and external. • Developing a good understanding and the ability to support all aspects of a research student's journey, from admission through to registration and continuation of registration of research students where required. • Assisting in upholding research degree regulations in relation to all matters concerning admission and registration. • Being a positive and proactive member of internal groups as required and report back to the Doctoral College Manager and wider Doctoral College team as necessary.

	• Working with the Doctoral College Manager and the Head of the Doctoral College and Researcher Development to inform policy, process and regulatory changes where required. • Providing support to any project work as required under the guidance of the Doctoral College Manager. • Proactively undertaking continuous improvement projects to ensure the Doctoral College continues to offer an exemplary service to both PGRs and colleagues alike. • Taking minutes and administering University Committees when required. • Assisting in the informal day to day induction and training of new members of the Doctoral College team. • Providing a professional and knowledgeable customer focussed service at all times, including reception duties (shared with other members of the Doctoral College office) and dealing with wide ranging queries. Assisting in the development of processes and standard operating procedures in order to facilitate this. • Providing cover for team members in event of sickness or annual leave. • Contributing to other central University functions as required, for example note taking at appeal panels, supporting the University's graduation ceremonies and other functions. • Performing any other duties commensurate with the job grade as reasonably required from time to time. • Treating all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

Person Specification

Job Title: PGR Admissions Administrator

Faculty/Directorate Research Services, Doctoral College

Grade: 4

Fixed Term (Maternity cover)

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications and Training	A degree or substantial experience of higher education administration	Essential		X			X
	Knowledge of HE sector		Desirable	X	X		
Previous Experience	Office experience in an administrative capacity in a data sensitive and customer centred environment	Essential		X	X		
	Experience of quality assurance and management of data and records (paper and electronic) with absolute security	Essential		X	X		
	Experience of enquiry management	Essential		X	X		
	Effective team working	Essential		X	X		
	Experience of interpreting and giving advice on complex policies and regulations	Essential		X	X		
	Experience of dealing with a high volume of work, including face to face enquiries with a range of stakeholders	Essential		X	X		
	Experience in complex administrative including contribution to process review and improvement	Essential		X	X		
	Committee servicing		Desirable	X	X		
	Ability to interpret data and write reports	Essential		X	X		
	Experience of contributing to projects		Desirable	X	X		
Specific knowledge, skills, abilities, motivation and	Ability to effectively and accurately communicate in written and verbal form to a wide-ranging audience, including where English is not the first language	Essential		X	X		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
attitude							
	Ability to work accurately, calmly and with attention to detail in a highly pressured environment with tight deadlines	Essential		X	X		
	Exemplary interpersonal skills with the ability to adopt a proactive approach, using own initiative, to solving problems	Essential		X	X	X	
	Ability to establish effective working relationships with a wide range of stakeholders	Essential		X	X		
	Sound competency in Word, Outlook, Excel packages	Essential		X	X		
	Competent in database use	Essential		X	X		
	Professional, customer centred and flexible approach to work with the ability to reprioritise and support colleagues when priorities change	Essential		X	X	X	
	Project management experience and expertise		Desirable	X	X		
	Presentation skills		Desirable				
Other	Occasionally able to work outside normal working hours including evenings and weekends	Essential		X	X		
	Commitment to occasional UK travel	Desirable		X	X		
	Demonstrable commitment to equality and diversity	Essential		X	X		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**