

Job Title:	Admissions Officer (Full-time)
Location:	Futureworks, Manchester
Reporting to:	Head of Student Affairs
Pay:	£18,000 – £22,000 depending on experience
Start Date:	1 st June 2020 or sooner depending on availability

About us

Futureworks is a Higher Education provider for the creative media industries based in Manchester City Centre. Our student community is comprised of passionate individuals who aspire to work in the creative industries. Our graduates have gone on to work for BBC, Moving Picture Company, TT Games, Framestore, ITV and Sky Sports amongst many others.

We actively welcome applications from a diverse range of candidates regardless of background, gender, race, religious beliefs, disability, sexual orientation or age. We aspire to be a diverse and inclusive organisation because we believe that diversity brings benefits for our students and staff alike.

About the role

We're looking for someone to run our admissions processes – from enquiry, to application, interviews and enrolment. You will be processing course applications, arranging interviews, making offers and updating records. You'll also be responding to enquiries about applications and talking directly to potential applicants at our monthly open day events.

We want all of our applicants to have the best experience possible, so you'll be working with our Student Partners who take part in interview and recruitment events, training staff who are involved in our admissions procedures and establishing relationships with local accommodation companies.

Alongside running the admissions process, you'll produce reports of our application numbers, reviewing our processes, proposing ideas for improvements and maintaining reliable records of applications & student enrolment.

You'll take an active part in enrolment, helping to prepare documentation, organise relevant data and helping students to complete the necessary stages to ensure their status as Futureworks students. You'll also be responsible for organising and representing us at UCAS events and will be invited to take part in recruitment events during the less busy admissions periods during the year.

Your general work hours will be Monday to Friday, 9am to 5pm, but it will be necessary to take part in scheduled departmental & institutional events which may happen during weekends and evenings, such as our annual graduation ceremony, enrolment events and monthly open days.

About you

As you will be responsible for the day-to-day success of our admissions processes, you will need to be able to work quickly, accurately and remain calm under pressure. You'll be expected to plan,

organise and complete your own work and work independently, after receiving the appropriate training, so you'll need to be great at time management. We understand that the role can be busy, so you'll also need to be confident about telling us when you need help to get things done on time.

You'll be the first point of contact for our applicants, so will be able to communicate well, both verbally and in writing, and will be able to maintain accurate and high-quality records. If you have worked with the UCAS web-link system previously, you will recognise some of our processes.

Part of the role will require working alongside our Student Welfare Officer and Widening Participation Officer, so we'll need you to have appreciation of the importance of student support and Widening Participation within Higher Education. You should also have knowledge of the legal implications of confidentiality; ideally, this knowledge should come from you having previous experience of working in an academic environment.

Although you'll be working within our Student Services department, this is a stand-alone position, so we need someone who is happy to take on individual responsibility for their role, but also be successful in working as part of a small, close-knit team. You'll need to be confident working collaboratively with other staff members such as our Programme Leaders, Data & Compliance Manager and Recruitment team to ensure the smooth running of our admissions procedures and have the knowledge, skills, empathy and drive to provide and develop excellent customer service to our applicants and the wider Futureworks community.

Applications should be in the form of a CV and covering letter and addressed to the Head of Student Affairs quoting reference **AO270220**. Applications can be sent via email to work@futureworks.ac.uk or via post to:

Head of Student Affairs
Futureworks, Riverside, New Bailey Street, Manchester, M3 5FS