

Job Title:	Admissions Officer (full-time)
Location:	Futureworks, Manchester City Centre
Hours:	Full time (40 hours per week)
Reporting to:	Head of Student Affairs
Pay band/amount:	G6/£27,037
Benefits:	Private health insurance
Start Date:	ASAP

About the role

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

You will be based in our Student Advice Centre, which is a student-facing office, so will need to be confident and friendly in talking to students and helping with their enquiries.

Your usual work hours will be Monday to Friday, 9.30am to 5.30pm with a 1 hour lunch break 12.30pm – 1.30pm. Alternative hours can be discussed if the position is offered to you. 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, September enrolment events and monthly Saturday open days 11am – 4pm.

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 and with Line Manager supervision, so you'll need to be good at time management and have great organisational skills, with an eye for detail. 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, over the phone and face-to-face, 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. We have our own admissions database, so knowledge of other admissions systems is not necessary. However, being confident working with unfamiliar systems and having knowledge of admissions processes, such as applying via UCAS or an understanding of applicant qualifications is highly desirable.

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, and of dealing with student data.

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 and supporting other Professional Services staff in their activities. You'll need to be confident working collaboratively with other staff members such as our Programme Leaders, management team and our marketing team to ensure the smooth running of our admissions procedures. You will also have the knowledge, skills, empathy and drive to provide and develop excellent customer service to our applicants and the wider Futureworks community.

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, sex, 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.

Applications should be in the form of a CV and covering letter sent via email to work@futureworks.ac.uk and addressed to the Head of Student Affairs quoting reference **AO150323**.