Undergraduate Admissions Officer

Job Description

The Role

Job title:	Undergraduate Admissions Officer
Department:	Admissions
Responsible to:	Assistant Registrar – Admissions and Student Visa Compliance
Location:	Main Campus
Salary:	Grade 5: starting at £27,241 , progressing to £31,861 per annum It is the university's policy to appoint new staff at the bottom of the pay scale, unless there are demonstrable exceptional skills and experience the candidate brings with them
Term:	Full-time, Permanent
Relationships with:	Admissions and visa support staff, Academic Services, Marketing & Recruitment, academic staff, students, other HEIs, and statutory bodies.

Purpose

To work as part of a team, reviewing and processing applications to study at the RAU. This includes maintenance of Student Records System (QUERCUS) and Student and Applicant files, such that enquiries and applications are acknowledged, logged, chased and progressed as necessary.

Primarily focussed on undergraduate applications, this role will provide support across the team at peak times, including in the training and development of other colleagues in understanding any specific areas of admissions expertise they are assigned.

As part of the Admissions & Student Visa Compliance team, to contribute to other relevant activities such as (but not limited to) the processing of postgraduate applications and administration of student visa matters and on occasion to the wider work of Academic Services.

Key Responsibilities

1 Provide advice and guidance on programme options to applicants and potential applicants both verbally and in writing, in line with current recruitment and admissions criteria.

2 Provide general advice and support to current students, parents and academic staff on course related queries in accordance with current academic regulations.

3 Deal with all external queries concerning the progress and guidance of an application in accordance with University and Admissions policies and procedures.

4 Acknowledge, check, log and process applications and maintain contact from initial application through to programme registration.

5 Interpret non-standard applications from UK, EU and Overseas applicants and make decisions based on standard entry criteria and refer applications to the programme manager for applications to be considered outside of the standard entry criteria including advanced entry applications.

6 Produce offer letters to applicants

7 Support the administration of such programmes, scholarships and awards as are applicable to applicants.

8 Contribute to the on-going enhancement of the Admissions procedures and the wider applicant journey.

9 Liaise with colleagues including recruitment teams (Overseas, EU, and Home), as well as Visa support staff where required, and develop strong relationships with academic staff.

10 Represent the University on internal and external committees, working groups and networks as appropriate. This may include liaising with UCAS or other bodies as needed.

11 Be willing and able to support University events (e.g., Open Days; Offer Holder Days, Confirmation & Clearing) including some evening and weekend work.

12 Attend in person such events and/or co-ordinate the attendance of staff and student representation as appropriate, to provide an approachable, informative and persuasive service.

13 At peak periods and during staff absences, to contribute to other relevant activities such as (but not limited to) the processing of postgraduate applications and administration of student visa matters and on occasion to the wider work of Academic Services

14 Undertake such other reasonable responsibilities and tasks, commensurate with the position, as may be assigned by the Assistant Registrar: Admissions and Compliance

15 The post-holder is required to familiarise themselves with all University policies and procedures and to comply with these at all times.

16 Check and verify the fee classification of applicants.

17 Ensure that correct procedures are followed when dealing with fraudulent applications, applicants with criminal convictions and under-age applicants.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training.

Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.

- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

Qualifications	**Essential (E) or Desirable (D)**	**Measured by;** A – Application form B – Interview C - Presentation
A level standard or higher	E	A

Knowledge, Skills & Experience	**Essential (E) or Desirable (D)**	**Measured by;** A – Application form B – Interview C - Presentation
Recent experience of HE admissions, student recruitment, marketing, or business development, ideally in a Higher Education Environment	E	A, B
Excellent communication and presentation skills, written, verbal and interpersonal at all levels	E	A, B, C
Excellent front of house and customer service skills	E	A, B
Excellent organisation skills and systematic approach to work	E	A, B
Emotional resilience, particularly during busy periods	E	B
Excellent IT skills – Microsoft Office, especially excel and competence/experience of student databases	E	A, B, C
Strong analytical skills, with the ability to recognise problems, consider wider implications and present supported conclusions	E	A, B
A flexible and adaptable approach to their work	E	B, C
Excellent interpersonal skills with experience of developing strong relationships with a variety of internal and external stakeholders	E	A, B
Empathy and the ability to relate to young people	D	A, B
Empathy with the social and cultural contexts of the RAU's work	D	A, B
Drive and ability to work as part of team and on own initiative	D	A, B
Experience of working in Education	D	A, B
Awareness of developments in UK secondary, FE and HE	D	A, B

Other requirements	Essential (E) or Desirable (D)	Measured by; A – Application form B – Interview C - Presentation
There may be a need for occasional work at weekends and evenings	E	A, B

Application Procedure

If you are interested in applying for this role, please send:

- University Application Form together with the Equal Opportunities Monitoring Form available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- **Closing date**: 14 December 2026 with **Interviews on:** 18 January 2027
- We acknowledge receipt of all applications within two working days. If you do not receive an email from us after submitting your application, please let us know by sending a new email **without any attachments** to Human.Resources@rau.ac.uk so we can check if your application has reached us.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.
- **Please note**: it is the university's policy to appoint new staff at the bottom of the pay scale, unless there are demonstrable exceptional skills and experience the candidate brings with them.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.