

**Job Description and Person Specification for:** Admissions and Enrolment Manager

**Department:**

Admissions

**Reports to:**

Deputy Head of Admissions

**Salary (Band/Annual/Pro rata):**

Band D

**Responsible for:**

Managing key activities and relationships to deliver a high-quality and effective admissions service.

**Job Purpose/Summary:**

Working in close partnership with the Deputy Head of Admissions, the Admissions Manager plays a key role in shaping and delivering a high-quality, efficient, and responsive admissions service. This is a varied and busy role, where you'll help ensure our processes are not only compliant but also designed to give every applicant the very best experience.

You'll take the lead in monitoring performance against key targets, reviewing and improving processes, and overseeing the use of admissions systems so they are fit for purpose and continuously enhanced.

As the visible admissions lead at our London campus, you will provide expert advice and guidance to local academic Schools and professional services colleagues, and will line manage the London Admissions & Enrolment Administrator. Together with the Deputy Head of Admissions you will create a culture of collaboration, where accountability, innovation, and service excellence are at the heart of everything we do.

The role also carries operational responsibility for international admissions for the Health Business School, where you'll work closely with our international recruitment agents and the UKVI Compliance team to ensure practices are seamless, compliant, and aligned with sector best practice. Previous experience in international admissions is essential for this post.

You'll also prepare regular reports for the Deputy Head of Admissions, the Wider Management Team, and the Executive Leadership Team, contributing valuable insights to help shape institutional planning and decision-making.

In addition, you will lead on enrolment and induction planning for London-based courses, represent Admissions at a range of internal and external forums and events, and deputise for senior colleagues when required.

Alongside these responsibilities, you'll act as a source of expert support for your team, helping them resolve complex queries and performing frontline duties where required.

Given the nature of the role, flexibility is required during peak admissions and enrolment periods, during which annual leave restrictions may apply. Some occasional evening or weekend work may also be required.

**Previous experience as an Admissions Manager in a UK higher education institution is essential.**

**Key duties and responsibilities**
**Management responsibilities and stakeholder engagement:**

- Lead admissions operations for HSU's London campus, providing a visible management presence and expert support and guidance for London staff and applicants.

- Line manage the London-based Admissions and Enrolment Administrator, providing regular one-to-one support, performance reviews, and professional development opportunities.
- Develop relationships with internal colleagues and international agents to drive and embed best practices in selection and admissions processes.
- Represent the institution at internal and external events (e.g. open days, outreach, sector networks) and deputise for the Deputy Head of Admissions as required.

**Service delivery and operational oversight:**

- Manage the London admissions function to ensure it operates efficiently and responsively across the full applicant journey, from enquiry to enrolment, while ensuring all legal and regulatory requirements are met.
- Oversee and deliver essential admissions checks in line with institutional policies and procedures, including qualification verification, documentation checks, occupational health clearances, and Disclosure and Barring Service (DBS) requirements.
- Coordinate admissions communications, including offer making and pre-arrival information, to ensure accuracy and regulatory compliance (e.g. CMA guidance).
- Lead on enrolment and induction planning and delivery for London-based courses and ensure that onboarding and induction processes support a smooth transition into study.
- Lead on operational decisions and resolve complex or non-routine cases, escalating when necessary to the Deputy Head of Admissions.
- Develop, implement, and review standard operating procedures and service standards for admissions to ensure clarity, consistency, and operational excellence.
- Work with the Deputy Head of Admissions on policy implementation, service improvements, and process reviews.
- Support the implementation and adoption of the University's new student records system, developing workflows and automation to enhance internal processes and applicant experience.

**International admissions:**

- Lead on international admissions operations for the Health Business School, performing admissions and compliance checks and ensuring the admissions and onboarding process is seamless for applicants.
- Work with the UKVI Compliance team to support the management of CAS requests and ensure sponsor duties are met.
- Provide oversight and quality assurance of admissions-related activity delivered in partnership with international agents, including regular review of practices and outcomes.

**Monitoring and reporting:**

- Develop and maintain clear, measurable performance targets, and monitor and report on operational performance to the Deputy Head of Admissions.
- Produce comprehensive admissions reports, including application volume and progress, conversion statistics, predicted intakes, and year-on-year trend analysis.
- Regularly review and improve system processes to support streamlined application handling, accurate offer management, and timely enrolment.

- Maintain robust data management practices across the admissions lifecycle, ensuring the integrity, consistency, and security of applicant data in line with internal policies and external regulations.

**Additional duties:**

- Foster a team culture of continuous improvement, shared accountability, and service excellence.
- To demonstrate support for the University's commitment to equal opportunities and its Equality, Diversity, Inclusion and Belonging Policy.
- To demonstrate support for the University's Health and Safety Policy ensuring that it is adhered to in the post holder's areas of responsibility.
- To undertake other activities identified from time to time commensurate with the level of the post.
- To work in line with our values

<b><u>Requirement:</u></b>	<b><u>Essential:</u></b>	<b><u>Desirable:</u></b>
<b>Education, Training and Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Educated to degree level or equivalent experience.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Professional qualification or membership in a relevant field</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Strong understanding of HE admissions cycles and regulatory frameworks.</li> <li>▪ Specific knowledge of international admissions processes and UKVI compliance.</li> <li>▪ Excellent organisational, communication, and problem-solving skills</li> <li>▪ Demonstrable knowledge of admissions systems and processes, including document checks, qualification verification, disclosure/DBS etc.</li> <li>▪ Ability to deliver data-driven insights and reporting</li> <li>▪ Strong IT skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of the healthcare sector</li> <li>▪ Experience of managing and issuing CAS.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Proven admissions experience within UK HE, including management of complex cases.</li> <li>▪ Direct experience of international admissions, working with recruitment agents and supporting UKVI compliance.</li> <li>▪ Experience of making operational decisions, handling application</li> </ul>	<ul style="list-style-type: none"> <li>▪ Line Management experience.</li> <li>▪ Enrolment experience.</li> <li>▪ Experience of representing Admissions at events and meetings.</li> </ul>

	<p>workflows, conversion, enrolment, induction.</p> <ul style="list-style-type: none"> <li>▪ Evidence of developing and implementing process improvements</li> <li>▪ Experience of managing admissions data and producing reports.</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>▪ Strategic thinker with strong operational delivery</li> <li>▪ Highly professional, proactive, and people-focused</li> <li>▪ Resilient under pressure and adaptable</li> <li>▪ Committed to service excellence, collaboration, and continuous improvement</li> </ul>	
<b>Abilities</b>	<ul style="list-style-type: none"> <li>▪ Ability to work independently</li> <li>▪ Ability to think creatively and problem solve.</li> <li>▪ Ability to prioritise and manage competing deadlines</li> <li>▪ Ability to understand new technologies quickly</li> <li>▪ Ability to develop good working relations in and outside of HSU</li> <li>▪ Excellent attention to detail.</li> </ul>	
<b>Other Requirements</b>	<p>Strong commitment to applicant experience, fairness, inclusion.</p> <p>Willingness to undertake travel and work flexibly on occasion.</p> <p>Commitment to safeguarding.</p>	

~~~~~

**NB:** *The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.*

Health Sciences University is committed to equality of opportunity and welcomes applications from everyone regardless of ethnicity, gender, age, faith or sexual orientation.

**December 2025**