Job Description

Job title	Head of Postgraduate Admissions
Department	Admissions
Grade	8

Job purpose (a brief summary of the role)	The Head of Postgraduate Admissions is a business-critical role with responsibility for leading the University's central postgraduate student admissions team, providing oversight of the services, policies, and processes that together deliver the University's new postgraduate intake each year. The role is responsible for developing and disseminating institutional admissions policy and for ensuring that the end-to-end process from pre-applicant enquiry to enrolment (including activities carried out within departments), follows sector best practice for fair admissions and is compliant with all statutory, sector, and institutional regulations. This includes responsibility for the underpinning data, systems, and technology. The role holder will advise senior academic colleagues on admissions strategy for their departments, lead the implementation of that strategy on behalf of the department through their team and across the University more widely, and oversee management of the operational service that delivers postgraduate admissions. They will do so in a way that ensures departmental priorities can be met, while also ensuring these strategies are fundamentally aligned to the University's overall size and shape strategy, in relation to intake targets, financial stability, quality of intake, and diversity. The role holder will also work collaboratively with leaders in related functions (e.g. Student Administration, WP, and Immigration) to ensure smooth transitions for applicants across the student journey; they will work particularly closely with Student Recruitment, to ensure activities across both teams work seamlessly in support of institutional recruitment objectives.
Duties and responsibilities	**Strategic Development and Change** • Working with the Director of Admissions, and Head of Undergraduate Admissions, ensure that the University recruits a high quality and diverse population of postgraduate students in accordance with institutional strategic drivers and intake targets (by course, department, and fee status). • Support academic departments in developing admissions strategies (including in relation to entry requirements, competitor position, selection and admission approaches) to ensure that courses are able to recruit the highest calibre of students at the right number; to oversee the implementation of those strategies through the central team. • Support the Student Recruitment Strategy, and specifically the long-term vision for the University's size and shape; with direction from the Director of Admissions, formulate plans for implementing that vision and particularly the requisite changes in policy, process, practice, resourcing and technology. • Respond quickly and adeptly to the fast-changing and often volatile context in which student admissions works, formulating tactical plans that support fundamental objectives (e.g. financial sustainability) alongside longer-term strategic objectives for student recruitment. • Provide proactive and impactful leadership to the implementation of both tactical and long-term plans, including through their translation into immediate, short- and medium-term deliverables.

	• Maintain expertise and credibility in the field of university admissions through active engagement with external networks, research and relevant sector bodies (e.g. UCAS, UKCISA, DfE etc.), ensuring the University maintains the latest knowledge and deploys best practice in light of national and international developments. • Analyse and report on admissions data to senior colleagues and committees in order to monitor progress against performance measures, to identify risks and opportunities, and to inform strategy development, tactical and longer-term. **Leadership and Management** • Provide effective leadership and direction of the postgraduate admissions team based on the highest standards of customer service and underpinned by the principles of fair admissions. • Provide leadership for professional development and embed an ethos of Warwick values and behaviours, ensuring that the team as a whole works collaboratively and cohesively. • Provide effective leadership to staff with responsibility for admissions-related activities in academic departments and other professional services; to advise senior admissions leads in remaining devolved admissions teams on best practice, policy and regulatory changes, risks and issues, ensuring a consistent and compliant approach to admissions practice across the institution. • Manage the University's relationship with relevant external agencies and organisations (for example the DfE, English language testing agencies, DBS etc.) ensuring maximum benefit is derived. • Act as Secretary to the Committee on the Admission of Students to Courses of Study and represent the Admissions Service as required on relevant committees. • Develop a workload model and performance indicators to ensure effective deployment of central resource, underpinned by an ethos of continuous improvement. • Ensure effective team management, providing forward planning and allocation of resource to ensure a skilled, efficient, and effective team of staff that are able to thrive. • Act as Business Owner and Information Asset Owner for Postgraduate Admissions, having responsibility for and providing coherent leadership to the business processes, technologies, resourcing and operations. **Compliance, Policy, Process and Service Delivery** • Oversee the development and implementation of postgraduate admissions policy and processes, in liaison with the Director of Admissions and relevant academic leads, encompassing all postgraduate provision. • Ensure admissions policy and processes comply with both external regulatory and legislative frameworks (e.g. GDPR, CMA) and bodies (including UKVI, DfE, UCAS, OfS, GMC, DBS, UKCISA) and University policies and strategy. • Ensure that processes and procedures are developed creatively, in order to respond to changes in regulatory requirements, as well as new opportunities, whilst continuing to provide an efficient and effective service. • Lead on institutional policy around entry requirements and qualification equivalences (domestic and international) at postgraduate level. • Have oversight of staff training, ensuring that this remains compliant, effective, and aligned to institutional and departmental objectives. This includes staff within the central team, colleagues in academic departments who have responsibility for local admissions activities, and staff elsewhere in the university who may support admissions, e.g. during Confirmation and Clearing.

	• Ensure that service delivery meets the diverse needs and requirements of all academic departments, balancing and managing demands as appropriate, including alongside other strategic drivers such as widening participation. • Resolve more complex individual admission cases and provide institutional responses to Stage 2 complaints (including on behalf of academic departments where applicable). **Technology and Data** • Ensure that accurate records of all applications are maintained. • Ensure that applicant data is handled securely and used in accordance with data protection legislation. • Collaborate with the Admissions Manager (Applicant Journey, Data and Systems) regarding enhancements of the University's IT systems which underpin the good functioning of the University's Admissions Service and oversee a plan for the direction and implementation of systems changes, whether required by the University or by external legislative or professional bodies. • Provide leadership to continually improve the University's use of admissions data, including by commissioning reporting and visualisation products from the Data function. The above duties are not exhaustive and may be subject to change. The postholder may be required to undertake other duties within the scope and grading of the post.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	An excellent educational background, which should normally include at least an upper second-class honours degree or equivalent.	A
E2	Significant experience in HE professional services which must include admissions.	A & C
E3	Demonstrable experience of developing and implementing effective systems, policies and procedures to meet a business need.	A & C
E4	Extensive and demonstrable experience of managing change or driving continuous improvement in a complex organisation.	A & C
E5	Enhanced leadership and management skills with the ability to motivate, lead and inspire a team to deliver results.	A & C
E6	Enhanced interpersonal and written communication skills, with the proven ability to persuade, influence and negotiate with diverse stakeholders.	A & C
E7	Enhanced digital skills, with the ability to understand, exploit and shape new enterprise technologies for the benefit of the organisation.	A & C
E8	Highly developed negotiating skills, with effective problem-solving and conflict resolution skills.	A & C
E9	Demonstrable expertise in managing applicant, student and course data, and the processes for maintaining and operationalising them.	A & C
E10	Knowledge of Higher Education regulatory and compliance obligations as they relate to admissions, qualifications, and student immigration (e.g. the Consumer Rights Act, Qualifications Frameworks, UKVI policy).	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	A postgraduate qualification or evidence of relevant CPD, such as UKCISA training.	A