Job Description

**Job Title:** Admissions and Outreach Officer

**Post holder:**

**Reporting To:** Senior Admissions Officer

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**Main Purpose of Role/Overview:**
The Admissions and Outreach Officer is one of the principal administrators of the Admissions Office and is involved in the administration of both the undergraduate and postgraduate admissions processes, whilst also supporting the Outreach Officer in their work. Reporting to the Senior Admissions Officer, they help administer all aspects of admissions and outreach for the College.

**Main Responsibilities & Duties:**

**Applicant support**

1. Assist the Senior Admissions Officer to answer, track and follow up on enquiries from prospective and current undergraduate applicants, and manage the relevant data capture systems. This includes advising potential undergraduate applicants of costs of courses, required maintenance, statutory funding, discretionary grants, and studentships, referring on for specialist help where relevant.

2. Work with the Senior Admissions Officer and the Communications and Marketing Team to ensure that the admissions section of the website is up to date, and that accurate information is available to applicants on major social media platforms and elsewhere.

3. Attend Open Days, Admissions Clinics and similar events, and be available to speak to any students who might be planning applications as appropriate.

**Standards of Performance/Results:**

1. All viable enquiries answered and relevant data captured.

2. The College website and all information put into the public domain is up to date and accurate.

3. Be available as required.
<table>
<thead>
<tr>
<th><strong>Undergraduate admissions</strong></th>
<th><strong>Lucy Cavendish University of Cambridge</strong></th>
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<tbody>
<tr>
<td>4. Attend Undergraduate Admissions Officers Meetings in conjunction with the Senior Admissions Officer and participate in other relevant College and University Working Groups and Committees, as necessary.</td>
<td>4. Be available as required; the College is kept up to date with all matters concerned.</td>
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<td>5. Maintain an up-to-date knowledge of regulations and requirements for all areas of admissions, including Points Based Immigration, and ensure that these are followed at every stage of the admissions process.</td>
<td>5. Correct procedures are followed and zero complaints upheld.</td>
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<td>6. Manage and maintain accurate records for all undergraduate applicants to the College for the purposes of administration and decision making, including applicant files and an applicant tracker spreadsheet.</td>
<td>6. Accurate records maintained and consistently updated.</td>
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<td>7. Act as the main point of contact for undergraduate applicants to the College, ensuring that information and decisions are disseminated in a timely manner, and all enquiries are answered promptly.</td>
<td>7. Information shared in order to ensure a smooth experience for applicants and enquiries answered in a timely fashion.</td>
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<td>8. In conjunction with the Senior Admissions Officer, maintain an up-to-date and comprehensive offer-holder webpage so as to share important information throughout the undergraduate admissions round.</td>
<td>8. Offer-holder webpage is comprehensive and updated as required.</td>
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<td>9. Assist the Senior Admissions Officer to administer the undergraduate admissions process, including sharing information for use in shortlisting, scheduling interviews, arranging invigilators, booking rooms, ensuring that specific support needs are met.</td>
<td>9. Timely notification of all candidates and zero complaints upheld.</td>
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<tr>
<td>10. Assist the Senior Admissions Officer to administer the admissions process for visiting students, including sharing information for use in shortlisting, scheduling interviews, and liaising with feeder institutions.</td>
<td>10. Timely notification of all candidates and zero complaints upheld.</td>
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<td>11. Support the Senior Admissions Officer in importing and exporting undergraduate applicants via the January and August pools.</td>
<td>11. Be available as requested; the College is able to make good use of the Pools.</td>
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<td>12. Support decision-making over undergraduate applications by assisting the Senior Admissions Officer to verify exam results and other documentation such as Financial Guarantees, as well as corresponding with CAO and UCAS where appropriate.</td>
<td>12. Correct procedures followed, decisions reached promptly and zero complaints upheld.</td>
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13. Support the Senior Admissions Officer in preparing and disseminating generic feedback on applications and interviews for use by feeder institutions and partner assessors (including co-interviewing colleges and the Clinical School).

Postgraduate Admissions
14. During the peak period for postgraduate admissions, support the Postgraduate and CGCM Admissions Officer in processing postgraduate applications received by the College, including CamSIS processing, letter writing and communication with other Colleges or central bodies, where relevant.

15. Support the Postgraduate and CGCM Admissions Officer in communicating with postgraduate offer-holders and running offer-holder sessions.

16. During Confirmation, support the Postgraduate and CGCM Admissions Officer to confirm successful offer-holders and to work with the Domestic Bursary in the allocation of postgraduate accommodation.

17. Deputise for the Postgraduate and CGCM Admissions Officer, as required, at intercollegiate meetings regarding postgraduate admissions.

18. Work with the Postgraduate and CGCM Admissions Officer and Senior Admissions Officer to plan and carry out a range of effective graduate outreach and recruitment initiatives and events.

Undergraduate Offer Holder support
19. Act as first point of contact for undergraduate offer-holders and plan, coordinate and administer activities to minimize offer-holder attrition.

20. In conjunction with the Senior Admissions Officer, maintain an up-to-date and comprehensive offer-holder webpage.

21. Collaborate with all members of the Student Office in the initial planning of undergraduate induction activities and resources for new students.

22. Liaise with the Student Office and where appropriate the Disability Resource Centre with respect to the specific support needs of incoming students.

13. Liaison throughout the year.

14. The postgraduate admissions process functions smoothly and the post-holder's knowledge of postgraduate admissions develops.

15. Postgraduate offer-holders are kept well informed about relevant matters and their queries are handled effectively.

16. Confirmation runs smoothly and postgraduates are supported to find suitable accommodation.

17. The College is represented at central fora and is kept up to date on relevant matters.

18. A programme of effective recruitment events is developed; the College receives a growing number of first or second choice preferences from applicants.

19. Regular correspondence and running of successful activities.

20. Webpage consistently maintained.

21. Students are successfully inducted through a comprehensive programme of activities, and are provided with all necessary resources.

22. Accurate information sharing regarding incoming students and zero complaints upheld.
23. Manage and maintain records for incoming undergraduate students in CamSIS and ensure that all files are accurate and complete prior to handover to Tutorial Office.

Outreach and recruitment
24. Working with the Outreach Officer and Senior Admissions Officer to plan, organise and administrate small and large scale outreach and recruitment events, including but not limited to the Undergraduate Open Days (July and September), the Lucy Cavendish Academic Enrichment Programme, our essay prizes, webinars and online admissions clinics.

25. With the Assistant Senior Tutor: Academic and Senior Admissions Officer, support the College’s Widening Participation initiatives by working with the Outreach Officer on the development and implementation of the College’s outreach strategy. Ownership of a small number of selected WP initiatives, to be reviewed annually, and assisting the Outreach Officer when necessary with their work.

26. Assist the Senior Admissions Officer to provide Admissions with a clear and engaging online profile by regularly reviewing and updating our prospective applicant, current applicant and offer holder related pages.

Communication and liaison
27. Liaise regularly with the Senior Admissions Officer and Outreach Officer.

28. Liaise regularly with the Communications and Marketing team and Outreach Officer to ensure recruitment publications and merchandise are maintained and updated.

29. Liaise with the Student Finance Officer and Finance Office over issues relating to undergraduate fee status, funding, and financial eligibility.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College.

Scope/size of role (budgets, people, etc):
**Significant internal/external relationships:**
The Admissions and Outreach Officer will be expected to help develop and maintain the Admissions Office and the College’s effective working relationships with:
- Admissions Offices across the University.
- The central Admissions Offices (CAO and PAO)
- The Assistant Senior Tutor: Academic, Senior Admissions Officer, Outreach Officer, Postgraduate and CGCM Admissions Officer, Student Office, Senior Tutor, Directors of Studies, Communications and Marketing Team, and other key officers across the College
- Other internal and external contacts

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<thead>
<tr>
<th>Objectives (as per PDR) or key milestones</th>
<th>Time duration</th>
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<tbody>
<tr>
<td>Date prepared:</td>
<td>Agreed by Manager:</td>
</tr>
<tr>
<td>By whom:</td>
<td>Agreed by post holder:</td>
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