



NORWICH UNIVERSITY OF THE ARTS

International Admissions Officer

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**NORWICH
UNIVERSITY
OF THE ARTS**

Supporting Information

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.



In choosing to work at Norwich University of the Arts you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional creative arts education, research and knowledge exchange. You will work in a stimulating and critically engaged workplace, where creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. Norwich University of the Arts has been praised for how we encourage our students through “experimentation, creative risk-taking and team-working.”

We are ranked a top-two UK creative arts university, the highest-ranked specialist creative arts university outside London in the Complete University Guide 2023. We were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer pre-enrolment to post-graduation. In 2021 we were ranked second in the World Brand Society’s league of Design Education Institutions of the Year. We won one award, came second in another, and were third in the University of the Year category at the 2020 WhatUni Student Choice Awards.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city. Our 21st century teaching spaces and workshops are housed in renovated buildings with medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative ‘gamification’ of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries. There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

Prof Simon Ofield-Kerr Vice Chancellor



For further information on Norwich University of the Arts and our Community please [view our website](http://www.nua.ac.uk) www.nua.ac.uk



International Admissions Officer

Full-time

£29,619 to £34,308 per annum

Committed to equality and valuing diversity

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

We are seeking to appoint an International Admissions Officer to support our international applicants through their journey from enquirer to student. This new role will be responsible for providing an efficient, friendly, and excellent admissions service to prospective students and applicants.

The International Office is responsible for the recruitment of international students. The principal remit of the team is to contribute to the University's overall strategy by increasing the diversity of our student body and increasing the number of well-qualified international students admitted to the University. The team works across a range of our international target markets to deliver recruitment and marketing activities, develop brand awareness, maintain stakeholder relationships, and identify market opportunities.

We are looking for a diligent and self-motivated individual who is capable of working in a dynamic and agile team. The post holder will primarily focus on responding to admissions enquiries, processing international applications, and converting applicants to meet institutional targets.

Educated to degree level, or in possession of relevant professional experience, you will be a highly organised individual with excellent attention to detail. Excellent interpersonal and communication skills, together with a sensitivity to the needs of international students are essential.

Closing date : Sunday 5 February 2023 at 11.59 pm

Interview date : Thursday 16 February 2023

Job description

International Admissions Officer

Reports to: International Recruitment Manager

Job purpose

Work directly with the Head of International to respond to admissions enquiries, process applications, convert applicants, and meet institutional targets for international student recruitment.

Ensure international students are supported through the application process from enquiry to application, admissions, and enrolment.

Main responsibilities

- Provide a quality, customer-focused first line, advisory and information service, giving support and guidance on international admissions policies and procedures.
- Ensure all international applicants are tracked and progressed through the application and enrolment processes efficiently, meeting all Home Office compliance regulations.
- Liaise closely with Registry Services, Academic and other departments in respect of issues related to the international applications through to enrolment.
- Develop a thorough understanding of admissions and communications-related databases and systems including SITS, Evison, UCAS, the University's CRM (Azorus), and UniBuddy.
- Develop a thorough understanding of the ethos, mission, and academic provision of the University to be able to assist, advise and inform prospective students and other stakeholders.
- Ensure accurate admissions and UKVI knowledge to make assessments of international qualification equivalents. Undertake regular analysis of international qualifications to support recruitment.
- Assistance with the international scholarship process and disbursement of US Federal Aid and Sallie Mae loans
- Develop and deliver conversion activity and multi-channel communication plans, to maximize conversion from application to enrolment.
- Provide desk-based research, analysis and reporting on internal statistics and support international recruitment strategies as directed by the Head of International and Associate Director International.
- Support international recruitment by undertaking recruitment activities, where required and attending online and in-person recruitment events.
- Assist the Head of International and other members of the Marketing and Recruitment staff in the production of publicity materials, ensuring international application information is accurate.
- Coordinate orientation activities for new international students which may include organizing and accompanying students (where appropriate) on day trips, weekend visits and other social activities.
- Attend training courses, conferences and seminars as required.

Further information

Equality, Diversity and Inclusion

All members of staff are required to support the University's policy on equality, diversity and inclusion and to ensure that their work practices reflect that commitment.

Health and Safety

All members of staff are responsible for ensuring their procedures and practices are compliant with the University's Health and Safety Policy.

Policies and Procedures

To comply with any policy and procedure as regularly updated and published on the intranet applicable to your role, e.g. Confidentiality, Data Protection, IT Acceptable Use, Disaster Recovery, Quality Management and Enhancement procedures etc.

Staff Development

Participate in Staff Appraisal and Development Review and Staff Development and Training activities as well as maintaining own subject knowledge.

Engage with the Higher Education Academy Professional Recognition Scheme as agreed with the line manager.

Confidentiality

Maintain confidentiality regarding all aspects of work.

Variation to Job Description

Norwich University of the Arts reserves the right to vary the duties and responsibilities of its employees within the general conditions of service. The duties and responsibilities outlined above will be periodically reviewed and may be altered as the changing needs of the University may require.

Person Specification

International Admissions Officer

Essential

- Educated to degree level or relevant work experience.
- Prior experience of working in the education sector within international admissions or a similar role.
- Experience of delivering customer-focussed services, with a proven ability to successfully identify and deliver support that enhances the student experience from enquirer to student.
- Proven experience of exceptional accuracy and attention to detail when following processes, reporting, and undertaking administrative tasks.
- Excellent organisation skills, with proven ability to prioritise under pressure, work independently, and ensure that service level agreements are met.
- Proven experience of working with Customer Relationship Management (CRM) systems and databases to engage with stakeholders regularly.
- Highly developed written communication skills, with the ability to respond fully, accurately and in a timely manner to stakeholders.
- Excellent verbal and presentation skills to organise webinars, communicating effectively and clearly to a wide audience, including those with English as a second language.
- Ability to digest and interpret policy, communicating complex information in simple and straightforward terms, and ensuring that procedures are compliant with policy requirements (eg. internal admissions processes, UKVI policies, CAS procedures, FedAid processes)
- Ability to make independent decisions within the confines of role responsibilities, but also have the flexibility to undertake other tasks to support the wider team.
- Excellent IT skills, including proficiency in Excel, Word, Powerpoint, and databases
- Willingness and flexibility to work outside office hours, if necessary

Desirable

- Degree in a creative subject or experience of working in the creative
- Prior experience of using Azorus as a CRM system to engage with applicants
- Prior experience of using admissions related systems, such as SITS, Evison and UCAS

General Information

Terms and Conditions of Appointment

On appointment, the successful candidate will receive a full statement of terms and conditions for Professional Services staff. The main conditions are summarised below.

Duties

Within this pack you will find a job description outlining the duties and responsibilities for this role.

Starting Date

This post is on an indefinite basis and is offered for the successful candidate to commence as soon as they are available.

Hours of Work

The standard hours of work for professional services staff are 37 hours per week.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 6, which is from £29,619 to £34,308 per annum.

Annual Leave

There is an annual holiday entitlement of 22 days rising to 25 days after 5 years' service, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed.

Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a "Career Average" salary basis to which the University currently contributes an additional 21.1%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at

<https://www.norfolkpensionfund.org>

DBS Applications

Individuals applying for this role will be required to complete an on-line DBS check and to provide the requested original documentation for checking and photocopying as part of the application process. All costs for a disclosure and barring check will be met by the University. Failure of the individual to provide information that is directly relevant to any DBS check could lead to the withdrawal of an offer of employment.

Interview Expenses

If it is necessary for you to travel to the main campus for your interview or a site visit, reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request. You will need to provide receipts for expenses claimed. If you are offered the position and decline the offer, expenses may not be reimbursed.

Offers of Employment

All provisional offers of employment are subject to proof of eligibility to work in the UK, verification of qualifications, satisfactory references and completion of a medical assessment process.

If you are unsure of your right to work you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants would be eligible for sponsorship under the Skilled Worker visa route

Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.

Application and Recruitment Process

Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

- The **Job Description** provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.
- The **Person Specification** sets out information about the characteristics that are essential and desirable to perform the duties in the job description e.g. knowledge, skills, experience, abilities and qualifications that the ideal candidate will have to enable them to fulfil the duties of the role.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

Application Form

We ask that applicants complete the application form in full and as clearly as possible.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

Submission of Curriculum Vitae

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

Equal Opportunities Monitoring

As part of its commitment to equality, diversity and inclusion we undertake equal opportunities monitoring of our workforce and applicants to enable us to evaluate the effectiveness of our policies and procedures.

To assist with this commitment, you are asked to complete the Equal Opportunities Monitoring section of the application form. Information provided will be treated as confidential and will be used in accordance with the requirements of the Data Protection Act as set out in the Job Applicant Privacy Notice.

Submission of Application Form

Please submit your completed application form to jobs@nua.ac.uk

The closing date for this vacancy is:

Sunday 5 February 2023 at 11.59 pm

We regret we are unable to accept late applications.

Interview Arrangements

Interviews will normally be held on campus.

If you are shortlisted for an interview you will be contacted by a member of the Human Resources Team.

The date of the interview will be:

Thursday 16 February 2023

If your application is unsuccessful on this occasion you will be advised by email. Due to the high volume of applications we receive we are unable to provide feedback for applicants.

Shortlisted applicants will be asked to provide proof of eligibility to work in the UK. For the successful candidate the copy will be held on the personal confidential file. Documents obtained for unsuccessful shortlisted applicants will be destroyed 12 months after the end of the relevant recruitment process.

We would like to take this opportunity of thanking you for your interest in this position and to wish you success with your application.

If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing jobs@nua.ac.uk.