



Senior Admissions Advisor

Hybrid (two days per week onsite), Park End Street and Hayes House, Oxford
Grade 6: £34,982 - £40,855 per annum including the Oxford University Weighting of £1,500 per annum
Permanent, full time (37.5 hours per week)
Saïd Business School, University of Oxford
Vacancy reference: 179836



The role

The Senior Admissions Advisor is a key role within the School's Academic Programmes team. The team is responsible for providing seamless quality and delivery of the student experience across degree programmes which include MSc in Financial Economics (MFE), the soon-to-be-launched MSc in Applied Financial Economics (MAFE), MSc in Law and Finance (MLF), Doctoral Programmes in Management and Finance, and the BA in Economics and Management, and the admissions activity for the DPhil, MAFE and MFE programmes.

Reporting to the Admissions Manager, and working alongside two fellow Senior Admissions Advisors, the Senior Admissions Advisor will be directly responsible for executing admissions and recruitment processes for the required programmes, ensuring that these are operated in a timely, confidential and efficient manner. They will utilise their in-depth knowledge of the programmes to provide expert advice to applicants, identify and resolve any issues, and ensure that candidates receive outstanding customer service and flawless logistical arrangements. The postholder will need to collaborate and maintain excellent working relationships with colleagues and stakeholders both across the School and the wider University. In addition, they will be involved in supporting the wider team in programme delivery.

Responsibilities

- Work closely with the Admissions Manager, deputising in their absence, and the Senior Admissions Advisors. Build and maintain excellent working relationships and collaborate with all internal and external stakeholders such as Faculty, applicants and offer holders, Programme Directors, Marketing, Careers, and Alumni and Development to enhance the application experience of prospective students.
- Coordinate with the Senior Admissions Advisors to execute day-to-day admissions processes, as directed by the Admissions Manager, ensuring that all procedures are

followed, key deadlines are met, and that confidential information is dealt with sensitively and is GDPR compliant. For example, processing applications; managing communications with prospective students and offer holders; providing expert advice and guidance to applicants and colleagues; organising and/or reviewing interviews; creating and sending admissions offers; and managing multiple mailboxes.

- In conjunction with the Senior Admissions Advisors, be responsible for post-offer administration for admitted students, including producing offer letters, tracking payments, producing Confirmation of Acceptance for Studies (CAS) for Student visas, and processing financial declarations.
- Maintain and update the admissions databases, software and university student systems. Provide technical expertise to candidates and colleagues.
- Represent the School at and support the organisation and delivery of the recruitment activity for the programmes such as open days, information fairs, webinars and presentations, student induction events, international modules, and meeting with applicants and offer holders both virtually and in person.
- Collaborate with the Admissions Manager to develop and establish a programme of annual activity and the applicant journey from prospect to matriculated student.
- Execute and engage in yield and retention activities in collaboration with the Senior Admissions Advisors, as directed by the Admission Manager.
- Assist with production of recruitment and admissions related marketing materials, such as the programme webpages, brochures and newsletters.
- Ownership of complex, concurrent projects (both admissions development and special projects within the programme delivery team),



manage and deliver specific recruitment and programme events, including management of associated budgets, as required.

- Provide support across the Academic Programmes Team as required and carry out any other administrative duties delegated or requested by the Head of Academic Programmes or Admissions Manager as appropriate to the grade of the job.

Selection criteria

Essential selection criteria

- Excellent interpersonal, communication and relationship building skills and an ability to work with a diverse community of students, faculty, wider university colleagues and external contacts. Strong interpersonal skills, including tact and diplomacy, and the ability to maintain confidentiality.
- Excellent IT skills, including previous experience of applications in the Office suite, together with the willingness to learn bespoke systems.
- A willingness to learn new skills and approaches to use technology and innovative processes to improve the student experience. Also, the ability to absorb a large amount of new information quickly and put it into practice.
- Excellent verbal and written communication skills with the ability to interpret, clarify and communicate this confidently and effectively with all levels of the programme stakeholders.
- Strong numerical skills and ability to work accurately with excellent attention to detail whilst working with sensitive data.
- Strong planning, organisation and time management skills to anticipate and address workflow challenges and deadlines. Flexibility to handle competing priorities as well as to respond to changing priorities, often in a busy and time-pressured environment.

- Comfortable in a customer-facing role, with a strong personal commitment to customer care and cross-cultural awareness, and the ability to establish good working relationships with a range of people.
- Proven ability to work independently and using initiative, but also as part of a team.

Desirable selection criteria

- Previous experience of delivering presentations and webinars.
- Previous experience of administration in an academic environment or experience in an admissions/ recruitment setting (strongly preferred).
- Previous experience of using a Customer Relationship Management (CRM) database.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at <https://www.jobs.ox.ac.uk/pre-employment-checks>.



About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford. For more information, please visit www.ox.ac.uk/about/organisation.

Saïd Business School

Saïd Business School blends the best of new and old. We are a vibrant and innovative business school, but yet deeply embedded in an 800 year old world-class university. We create programmes and ideas that have global impact. We educate people for successful business careers, and as a community seek to tackle world-scale problems.

We deliver cutting-edge programmes, including the highly regarded MBA, Executive MBA, a number of specialist MScs, a portfolio of custom

and open programmes and accredited diplomas for executives, and we undertake ground-breaking research that transform individuals, organisations, business practice and society. We are an international and outward looking School with our programme participants coming from more than 50 countries.

We seek to be a world-class business school community, embedded in a world-class University, tackling world-scale problems.

Sustainability

Saïd Business School is committed to the highest standards of environmental sustainability, preserving the planet for future generations and acting in a socially sustainable manner. As an employee you are expected to uphold these commitments in accordance with our Environmental Policy. You can learn more about our organisation's sustainability efforts at:

<https://www.sbs.ox.ac.uk/about-us/school/sustainability>.

Diversity and Inclusion

Oxford Saïd is committed to fostering an inclusive culture which promotes equality, values diversity and maintains a working, learning and social environment in which the rights and dignity of all its staff and students are respected. We recognise that the broad range of experiences that a diverse staff and student body brings strengthens our research and enhances our teaching, and that in order for Oxford to remain a world-leading institution we must continue to provide a diverse, inclusive, fair and open environment that allows everyone to grow and flourish.

Oxford Saïd holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.



Our Values

To better understand our Values, what behaviours demonstrate them and how they are involved in your everyday work we have created the below descriptors.

Transformational

We challenge constructively, provoke thought, and influence and inspire others to develop.

Respectful

We are caring, supportive, appreciative, embrace difference and value each other's opinions.

Entrepreneurial

We embrace and encourage change and innovation. We are creative, flexible and brave.

Collaborative

We are stronger together. We are inclusive, approachable, listen to others and value good communication.

Purposeful

We are a community who believe in sustainable growth, and are responsible, principled and transparent.

Excellence

We are professional, focused and aligned, and have a responsibility to do the very best we can.

Wellbeing

Saïd Business School acknowledge the importance of wellbeing, in enabling people to thrive at work and ensure a work-life balance. It provides a number of initiatives to help support wellbeing and would encourage you to participate. At an individual level, wellbeing means recognising what helps us remain resilient and taking appropriate steps. If we experience difficulties, doing our best to rectify them and making our line manager aware of aspects that they could support us with.

Further information about Saïd Business School is available at www.sbs.oxford.edu.

Social Sciences

Oxford Saïd is a department within the Social Sciences Division, one of four academic Divisions in the University, each with considerable devolved budgetary and financial authority; and responsibility for providing a broad strategic focus across its constituent disciplines.

The Social Sciences Division represents the largest grouping of social sciences in the UK: home to a number of outstanding departments and to the internationally ranked Law Faculty; all are committed to research to develop a greater understanding of all aspects of society, from the impact of political, legal and economic systems on social and economic welfare to human rights and security. That research is disseminated through innovative graduate programmes and enhances undergraduate courses. For more information please visit <https://www.socsci.ox.ac.uk>.



How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education or during career breaks (such as time out to care for dependants).

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

If you currently work for the University please note that:

- As part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving.
- Although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

If you need help

Application FAQs, including technical troubleshooting advice is available at <https://staff.web.ox.ac.uk/recruitment-support-faqs>.

Non-technical questions about this job should be addressed to HR.Recruitment@sbs.ox.ac.uk.

To return to the online application at any stage, please go to www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.



Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>.

The University's Policy on Data Protection is available at <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.



Oxford Saïd Exclusive Benefits

Wellbeing initiatives

Oxford Saïd runs an annual Wellbeing Day for all staff. In addition to this, there is yoga, healthy food deliveries, health MOTs and a range of other ad hoc programmes. Our excellent catering facilities provide a high standard of food, including healthy eating and vegetarian options at a subsidised cost.

Staff Summer and Christmas parties

Oxford Saïd like to reward all of their staff for their great work and their Christmas and Summer parties are our way of saying thank you. The Christmas party is for all staff and the summer party is for staff and their immediate family members, because we know how important family is to all of us.

Employee Assistance provider

Validium is an employee assistance and wellbeing consultancy that works in partnership with the Business School to provide staff and their immediate family with a free 24-hour per day helpline providing confidential information and counselling services on personal issues.

University of Oxford Benefits

Annual leave

38 days (inc. public holidays). Long service additional annual leave – up to 5 days per annum, pro rata for part time employees. Previous service within higher education sector can be recognised. An additional scheme enables staff to request to purchase up to 10 additional days in each holiday year.

Salary and salary sacrifice schemes

The University salary and grading structure allows for annual incremental progression until a scale-bar point is reached. This incremental progression is automatic. Additionally, there are salary sacrifice schemes for bicycles and electric cars. See <https://hr.admin.ox.ac.uk/staff-benefits>.

Pension

If you are on an academic or academic related pay scale (grade 6 or above), you are automatically a member of USS. Employer contribution is 14.5% and Employee contribution is 6.1%.

If you are on a pay scale other than academic or academic related (grade 1-5) you are automatically a member of OSPS. Employee contribution can be between 4%- 8% and Employer contribution 6%-10%.

University discounts

All University staff can purchase a NUS Extra discount card for £12 for 12 months (£22 for 2 years, £32 for 3 years) which gives access to numerous exclusive offers and discounts from many popular retailers. There are a wide range of other discounts from external companies available using a university card.

University Club

Membership of the University Club is free for all University staff. The University Club offers social, sporting and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Access to Oxford buildings

Free access to a number of Oxford colleges, Botanic Gardens, Harcourt Arboretum, Wytham Woods and discount at numerous restaurants/shops.





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All information is correct at the time of going to press.

Please check our website for the most up-to-date information.

Saïd Business School, University of Oxford