JOB DESCRIPTION

Job Title:	**Senior Admissions Executive**
School/Department:	**Admissions Office**
Reporting To:	**Assistant Manager**
Job Summary:	The Senior Admissions Executive is responsible for managing the assessment and processing of applications for all courses at the University of Nottingham Malaysia. This role involves ensuring timely and accurate evaluation of academic qualifications, supporting admissions outcomes for various programmes, and collaborating with internal and external stakeholders to maintain high-quality service standards. The Senior Admissions Executive also contributes to quality assurance processes and compliance with regulations.

Generic role:

No.	Description
1	**Case Assessment:** Evaluate applications for all programmes at the University of Nottingham Malaysia.
2	**Processing and Evaluation:** Handle application processing, including credit transfer and offshore admissions, and communicate outcomes to applicants.
3	**Skills and Experience:** Require expertise in assessing a variety of domestic and international qualifications, working collaboratively within domestic and international cohorts, and prioritising customer service.
4	**Contribute to Team KPIs:** Contribute to achieving team Key Performance Indicators (KPIs) regarding turnaround times, assessment quality, and workload management as directed by the Assistant Manager. Maintain recruitment objectives, uphold admissions integrity, focus on recruiting high-quality students within regulatory frameworks, and continuously improve service levels.
5	**Compliance Support:** Assisting with compliance tasks for admitting new students and ensuring compliance with new regulations.

Specific role:

No.	Description
1	**Application Management:** Case-manage applications and admissions enquiries from receipt to completion, including assessing academic and English language eligibility, scholarship eligibility, providing alternative study options, applying credit, clearing conditions, and processing deferrals.

2	**Support Admissions Outcomes:** Case-manage admissions outcomes for various admissions programmes, including late admissions, offshore admissions, and foundation progression students.
3	**Quality Assurance:** Participate in quality assurance processes, ensuring compliance with policies and procedures, effective system utilisation, spot checking, verification processes, reviewing admissions information, contributing to Admissions Transparency requirements, and maintaining documentation in compliance with administrative quality assurance framework.
4	**Credit Transfer Support:** Support Credit Transfer arrangements, including assessing applications against established precedents, collaborating with faculties to establish competitive outcomes, and accurately recording credit outcomes in systems.
5	**Stakeholder Liaison:** Liaise with internal and external stakeholders to provide high-quality service and customer-centric outcomes as a crucial touchpoint in the recruitment funnel for potential students.
6	**Collaboration:** Work with the Assistant Manager to establish benchmarking and ongoing improvement in Admissions decision making and documentation.
7	**Event Support:** Support University-wide events such as Information Days, Graduation, and Registration.
8	**Other Duties:** Perform other duties consistent with the classification of the position.

Requirements:

No.	Description
1	Candidate must possess at least a Bachelor's Degree in any field.
2	A minimum of 5 years' work experience in a similar environment or capacity is a must.
3	Experience within a Higher Education institution in similar or related role(s), or a proven track record of relevant work experience demonstrating practical and theoretical knowledge of student admissions.
4	Ability to interpret policies and guidelines and exercise judgement based on a variety of assessment tools.
5	Ability to handle highly sensitive and confidential information appropriately.
6	Having some supervisory skills in managing junior staff will be an added advantage.
7	Possess organisational skills, especially the ability to prioritise work, meet deadlines, and anticipate peaks in workflow.
8	Ability to work under pressure and manage conflicting priorities, handling a number of tasks simultaneously.
9	Experience with Student Management systems, preferably PeopleSoft Campus Solution.
10	Excellent negotiating skills and the ability to communicate effectively with a wide range of people at different levels.
11	Possess effective communication skills and a strong command of English, both written and spoken.
12	Candidates must be able to work outside normal working hours during peak periods.
13	Experience in data filing and archiving.