JOB TITLE: SENIOR ADMISSIONS COORDINATOR

REPORTS TO: EMBA HEAD OF MARKETING AND ADMISSIONS

Background

The Executive MBA (EMBA) is a major teaching programme of Cambridge Judge Business School. The annual income generated is approximately £8 million. The EMBA office is responsible for all organisational aspects of delivering the programme, including marketing, admissions, teaching materials, coordination of faculty and other internal and external input to the programme, feedback, examinations, student welfare and careers advice.

Fees for the programme are currently £65,690 and our students are senior executives who study for one weekend a month and demand a level of quality and service commensurate with the programme fees and with their experience of standards in the corporate world.

The role

The market for the EMBA programme is highly competitive. It is critical that the admissions and community (current students and alumni) for this programme are managed effectively to attract the highest quality of students and maintain the programme's position as a world class EMBA. The Senior Admissions Coordinator role is one of two Senior Admissions Coordinators, reporting to the Head of Marketing & Admissions for the EMBA programme.

MAIN RESPONSIBILITIES

Student recruitment and admissions

- Creating and implementing pre-application processes to evaluate quickly a candidate’s suitability for the programme.
- Writing and developing application and reference forms in line with University guidelines and programme requirements.
- Evaluating applications (c.200 which will be shared with the other Senior Admissions Coordinator) and recommending candidates for faculty interview with the goal of achieving target class profile and size.
- Undertaking due diligence on interview candidates to prevent fraudulent applications i.e. contacting referees, universities and using the internet to further research candidate credentials.
- Identifying top candidates and managing an individual relationship with each candidate to persuade them to apply for the Executive MBA programme. Organising interview days which showcase the Business School, the Executive MBA programme and allow for a faculty interview to take place.
- Working on an individual basis with each interview candidate to address financial concerns regarding the programme and to provide guidance and support as required.
• Writting and developing offer documents in line with University guidelines and programme requirements. Administering offer documents to successful candidates and managing the relationship with each offer candidate to encourage acceptance.

• Ensuring candidates who enrol on the EMBA provide the correct acceptance documents, financial evidence and pay their fees in accordance to an agreed payment schedule.

• Securing membership at one of the Cambridge Colleges for each enrolled candidate.

• Ensuring that enrolled participants have the correct visa to attend the programme upon arrival and that University guidelines regarding the recording of visa status is adhered to.

• Determining how best to use alumni/ current student contacts in the recruitment process.

• With the Marketing Assistant, organising recruitment events in the UK to promote the Executive MBA programme.

• Representing the EMBA locally at recruitment events and occasionally overseas if required, delivering recruitment presentations as required.

• Liaising with the MBA and MFin admissions teams to ensure consistency of processes and manage the transfer of candidates between programmes as required.

**Student enrolment and engagement**

• Planning and organising pre-arrival requirements for each student, arranging ID cards, business cards, delivery of pre-reading materials and entry of each student on to the CamSIS database.

• Providing information regarding incoming students to members of the Executive MBA programme team and internal departments in a timely manner.

• Maintaining and developing relationships with each participant to encourage enhanced participation in marketing and recruitment activities.

• Planning, co-ordinating and hosting both formal and informal events that encourage and create opportunities for interaction across the programme.

• Ensuring that participants who require a visa to attend the programme continue to have the necessary documentation to do so and any issues are dealt with in an efficient manner.

• Co-ordinating with the Colleges to ensure that any matters arising regarding membership are dealt with in an efficient manner.

• Actively collaborating with other areas of the Business School, the wider University and external parties to enhance the experiences of the participants on the Executive MBA programme.

• Attending programme dinners to develop and maintain relationships with participants.

**Alumni community relations**

• Engendering a sense of community that strategically supports the needs of the Executive MBA programme through student recruitment, projects, contacts and individual interaction.

• Co-ordinating events for the alumni community (both locally and overseas) to encourage continuous learning, interaction between years and with the Business School.

• Representing the EMBA alumni and their needs within the School and wider University (for events, networking and fundraising).

• Creating surveys and analyses data gathered from alumni to improve the student experience and to provide information to stakeholders regarding programme improvements and rankings.
Relationship management

- Liaising with other departments in the School to ensure consistency of processes to avoid duplication of efforts and ensure inclusion of the EMBA participants and alumni.
- Building and developing relationships with College Masters and Senior Tutors to communicate information about the programme, ensure admissions for EMBA participants and to improve the College services offered to participants.
- Communicating on a regular basis with the head of the International Student Office to ensure the correct visa regulations for the EMBA programme are being followed.
- Developing and maintaining relationships with colleagues at competitor MBA and EMBA programmes and other appropriate organisations (GMAC/CASE) to exchange information regarding recruitment, admissions and alumni policies and procedures. Attending the annual GMAC and CASE conferences, if required to do so, and acting as the ‘voice’ of the Executive MBA programme.
- Maintaining relationships with organisations who are sponsoring EMBA participants on the programme to ensure that the relationship continues to be mutually beneficial for all parties.
- Negotiating contracts with external companies to ensure good value for money and a high level of service delivery. Maintain ongoing relationships with companies to ensure competitive fees and service in the future.

Research, analysis and reporting

- Determining appropriate data analysis required to produce a weekly admissions report and creates a report based on this information that can be used to evaluate progress against targets set.
- Meeting regularly with Executive MBA Director and Head of Marketing & Admissions to discuss progress towards goals and to determine any adjustments which need to be made.
- Identifying appropriate methodology and analysis required for an annual comparative admissions review.
- Designing and distributing surveys to alumni to generate data regarding student outcomes. Collates and interprets results of these surveys for use in recruitment activities and programme development.
- Conducting ongoing market and competitor analysis to ensure that recruitment and admissions policies and procedures remain consistent with market and competitive with other programmes.
- Analysing Graduate Management Admission Council (GMAC) data to inform admissions planning and evaluate admissions performance relative to global trends.
- Researching other sources of funding which may be available to participants. Advising candidates on funding options available to them based on this research.

System development and management

- Reviewing admissions and marketing procedures and online databases to ensure effective and efficient usage. Determines where improvements could be made, creates new procedures and systems and ensures their effective implementation.
- Identifying third party systems that can be used when carrying out due diligence on interview candidates ensuring service delivery and accuracy are not compromised.
- Ensuring all data held regarding applications, current students and alumni is accurate and updated.
- Ensuring all data held by students is in line with University, data protection and record retention regulations.
Financial administration

- Helping determining level of Executive MBA tuition fees, taking into account competitor pricing, University requirements and revenue generation targets of the Business School. Agreeing these fees in liaison with EMBA Director, EMBA Head of Marketing & Admissions, Business School Finance Manager and Business School Operations Director.
- In collaboration with the Business School’s Senior Finance Clerk ensuring that all fees are received in a timely manner and in accordance with University policy.
- Evaluating scholarship and bursary eligibility of offer candidates and recommending the type and amount of funding to award.
- Negotiating contracts with external providers to ensure value for money and compliance with University financial regulations.
- Developing and maintaining relationship with scholarship and loan providers.

Training and support

- Developing application screening guidelines and application review report to ensure consistency and transparency of evaluation process.
- Creating guidelines for all faculty interviewers to ensure a consistent interview process.
- Providing training as required for all admissions, marketing and alumni databases.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to demonstrate how your own experience meets these requirements in the 'suitability for the role' section of the online application form.

- Degree-level education or equivalent.
- Experience in a recruitment, marketing, or sales-oriented role in a client-focussed service environment, ideally with experience of developing and implementing recruitment strategy.
- Previous MBA or university admissions experience and/or an awareness of the keys issues and trends in international MBA recruitment and admissions environment would be preferable. Experience of working within an international environment.
- Strong interest in business and current business trends.
- Intellectual and personal self confidence to communicate effectively and establish and maintain working relationships with an internationally diverse group of senior executives.
- Excellent interpersonal, oral and written communication and presentation skills, with the ability to represent Cambridge Judge Business School and the Cambridge Executive MBA to a variety of constituencies.
- Tactful and objective, ability to listen and instil confidence in others and able to deal sensitively with difficult situations.
- Ability to network and negotiate with and influence people at all levels.
- Ability to work both independently and as part of a small team.
- Ability to think analytically and strategically and monitor progress through the creation or realistic milestones and objectives.
- Strong project management skills with the ability to prioritise, multitask, refocus resources as required, and work under pressure to tight deadlines.
• Ability to develop methodology, and analyse and interpret data.
• Fully competent with Microsoft Office and confident with the development and maintenance of online databases.
• Willingness to work some weekends and evenings and to travel within the UK and internationally on an occasional and pre-planned basis.

Benefits

This is a full-time position working 36.5 hours per week. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £28,098-£33,518 per annum. There will be a six-month probationary period.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world’s oldest and most successful Universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees’ work-life balance. In addition, we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk/job.

Application arrangements

To submit an application for this vacancy, please search for this position on the University’s Job Opportunities website at www.jobs.cam.ac.uk and click on the “Apply online” button at the bottom of the relevant job description. This will route you to the University’s Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 15 August 2018.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of
sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall's Workplace Equality Index 2011.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, a member of Cambridge Judge Business School's HR team who are responsible for recruitment to this position, on (01223) 339637 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.