Further particulars

**JOB TITLE:** SENIOR ADMISSIONS COORDINATOR

**REPORTS TO:** EMBA HEAD OF MARKETING & ADMISSIONS

**Background**

The Executive MBA (EMBA) is a major teaching programme at Cambridge Judge Business School. The annual income generated is approximately £8.3 million. Fees for the programme are currently £69,200, and our participants are senior executives who study for one weekend a month and demand a level of quality and service commensurate with the programme fee and with their experience of standards in the corporate world. The Cambridge EMBA office is responsible for all organisational aspects of delivering the programme, including marketing, admissions, teaching materials, co-ordination of faculty and other internal and external input to the programme, feedback, examinations, student welfare and careers advice.

**The role**

The market for the Cambridge EMBA programme is highly competitive. It is critical that the admissions and community (current participants and alumni) for this programme are managed effectively to attract the highest quality of participants and maintain the programme’s position as a world class executive MBA. The Senior Admissions Coordinator role is one of two Senior Admissions Coordinators, reporting to the Head of Marketing & Admissions for the EMBA programme. The main purpose of the role is to be one of the primary points of contact for potential applicants and to answer their questions about the programme with a view to encouraging applications from suitable candidates.

The role entails creating and implementing application processes to evaluate a candidate’s suitability for the programme, managing the process of recruiting participants, including arranging interviews, writing and developing offer documents and planning and organising pre-arrival requirements. The role holder reviews admissions procedures to ensure effective and efficient usage, determines where improvements can be made, creates new procedures and systems and ensures their effective implementation. The role holder undertakes data analysis in order to produce an annual comparative admission review and weekly admissions reports.

**Main responsibilities**

**Delivering high-level and personalised recruitment experience**

- Acting as one of the primary points of contact for potential applicants who are at a senior level within their organisation, answering their questions and providing detailed and customised information about the programme in order to encourage applications from suitable candidates.
Managing the day-to-day admissions process

- Evaluating applications and recommending candidates for faculty interview and offer with the goal of achieving target class profile and size.
- Undertaking due diligence on candidates to prevent fraudulent applications.
- Delivering personalised service to offer candidates to encourage enrolment.
- Updating candidates' profiles in the CRM system and creating reporting dashboards to manage candidate onboarding processes.

Creating and implementing application processes

- Liaising with the MBA and MFin admissions teams to ensure consistency of processes.
- Reviewing and updating application forms and first point of contact with IT regarding application form and portal.
- Ensuring processes are documented and documents kept up-to-date.
- Keeping up-to-date with other business schools' processes to ensure the Cambridge EMBA maintains competitiveness in the participant recruitment experience.

Managing the administration of offer documents

- Writing and developing offer documents in line with University guidelines and programme requirements.
- Administering offer documents to successful candidates.
- Managing a personalised relationship with each offer candidate to encourage acceptance.

Managing the on-boarding process

- Working with College admissions secretaries to secure College membership.
- Ensuring that candidates meet all conditional offer requirements, including checking references, financial documents and employment status of candidates.
- Providing basic visa guidance, providing immigration letters and ensuring participants have the correct visas upon arrival and that University guidelines regarding the recording of visa status are adhered to.

Delivering recruitment events

- Working with the marketing assistant, organising and attending recruitment events in the UK and overseas, as required, to promote the programme.
- Delivering recruitment presentations when required.

Managing pre-arrival requirements

- Creating onboarding communication plan.
- Organising pre-arrival requirements for each participant, including registration on CamSIS database.
• Providing reports regarding incoming participants to the programme team and internal departments in a timely manner.

Data analysis

• Providing comprehensive data analysis on applications, offer candidates and enroled participants.
• Designing and producing a weekly admissions report that can be used to evaluate progress against targets set.
• Producing an annual admissions review, identifying appropriate methodology and analysis required and showing comparison to previous years.
• Producing surveys for incoming participants and alumni, providing data analysis and reports.

Managing the scholarship and bursary budget (~£300,000)

• Producing scholarship and bursary budget reports.
• Organising bursary and scholarship review meetings.
• Evaluating scholarship and bursary eligibility of offer candidates and recommending type and amount of funding to award.

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 client-focused service environment, ideally with experience of developing and implementing recruitment strategy.
• Previous MBA or university admissions experience and/or awareness of key issues and trends in international MBA recruitment.
• Strong project management skills with the ability to prioritise, multitask and refocus resources as required and work under pressure to tight deadlines.
• Ability to develop methodology, analyse and interpret data.
• Fully competent with Microsoft Office and confident with the development and maintenance of online databases.
• Good understanding of data analysis and reporting.
• Excellent communication and interpersonal skills. 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.
• 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 of realistic milestones and objectives.
• Ability to work both independently and as part of a small team

Benefits

This is a full-time position working 36.5 hours per week. There will be a six-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £28,660-£34,189 per annum.

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.

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 13 March 2019.

Applicants are required to provide details of three referees. These will not be contacted unless he 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) 768497 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.