

Job Description

Position Details	
Faculty/Directorate	Professional Services
School/Department	External Relations
Team	Recruitment and Admissions
Job Title	Policy Officer
Grade	7
Hours of Work	35 (Full time)
Contract Duration (Perm/Fixed Term)	Permanent
Reports To (Job Title)	Data Insight Manager
Responsible For (Job Title)	N/A

Principal Accountabilities

The Policy Officer will work within the Data Insight team to support, underpin and inform Manchester Metropolitan University's Recruitment and Admissions activities.

This will be achieved through the development, co-ordination and implementation of a range processes and policies and monitoring of their impact, to support the implementation of the University's Recruitment and Admissions processes.

They will have specific responsibility for ensuring compliance with statutory duties, such as: CMA compliance as relates to enquirer and applicant communications, including course suspensions, discontinuations and material changes; the completion, monitoring and reporting of DBS and occupational health checks for new students on regulated courses; and supporting arrangements for the admission of students under 18 years on entry.

The post holder will be responsible for ensuring changes to regulations and guidance are implemented and reflected in the University's Admissions Policy. They will also ensure appropriate Privacy Notices and Data Sharing Agreements are in place and remain accurate.

The post holder will operate within Recruitment and Admissions policy and strategic frameworks, supporting faculties, central service departments, prospective students and external partners to maximise student recruitment to the University.

Key Tasks

SERVICE DELIVERY

Work pro-actively with senior staff in Recruitment and Admissions to ensure the smooth running and timely completion of the self-declaration, DBS, occupational health check and under-18 processes for relevant student applicants.

Ensure appropriate action is taken when in response to any disclosure, instigating faculty Risk Panels as required, and ensuring records are kept and accurately maintained.

Coordinate, monitor and report on changes to course provision, ensuring the timely communication of information to applicants and relevant stakeholders. When a change impacts on offers made to applicants, ensure that appropriate Admissions teams are advised.

Work with Recruitment and Admissions staff to ensure the effective dissemination of CMA-compliant offer-holder communications, utilising the University's CRM/SRM system.

Monitor the effectiveness of processes through the analysis of data, producing reports as required and feeding back regularly to further develop and optimise student admissions and recruitment practices.

Research and keep up to date with and share changes or developments in all sector-wide recruitment, widening participation and admissions matters, to continually develop and improve the student recruitment and admissions service. Provide recommendations to the directorate on relevant policies and guidance relating to student recruitment and admissions, including changes to qualifications and professional body or other external regulations.

Provide training and support to staff across Recruitment and Admissions on relevant policies and practice.

Work with the Student Journey Operations Team to inform the optimal use of business and other systems to provide the best possible outcomes for prospective students and staff, to maximise the efficiency and effectiveness of the service, and to enable the collection and analysis of data and information that will support future decision making.

Work flexibly as a member of the wider Recruitment & Admissions team to support the successful delivery of key activities and events.

TEAMWORKING AND TEAM MANAGEMENT

Work closely with faculty and Professional Services staff to maximise the effectiveness of the various processes relating to compliance.

Maintain an up to date knowledge of best practice within the sector on student recruitment, admissions and widening participation, providing advice to colleagues where appropriate, and ensuring compliance with relevant internal policy and external authorities / legislation.

Work flexibly as a member of the Recruitment and Admissions team in a busy, rapidly changing environment, to support the successful delivery of the University recruitment strategy.

Deputise for the Data Insight Manager as required.

SYSTEMS DEVELOPMENT

Co-ordinate the development, implementation and maintenance of systematic and consistent procedures within Recruitment and Admissions to collect, record, and report on relevant data.

Ensure compliance with regulatory requirements e.g. GDPR and the University's retention schedule.

To work with the Student Journey Operations Team to inform the optimal use of business and other systems to provide the best possible outcomes for prospective students and staff, to maximise the efficiency and effectiveness of the service, and to enable the collection and analysis of data and information that will support future decision making.

To collaborate with the Student Journey Operations Team to inform the development, design and delivery of relevant training materials for appropriate audiences.

LIAISON AND NETWORKING

Provide expert, authoritative advice, to pre-applicants, applicants and University staff, both verbally and in writing, on admissions policy related matters to ensure strategic recruitment decisions are accurately informed.

Play an active part in setting up and maintaining effective networks across the University to support the achievement of recruitment targets, including supporting colleagues with specialist advice on policy and practice relating to student admissions.

Work collaboratively as a member of the Recruitment and Admissions team to contribute to the development and delivery of the recruitment and admissions strategy.

Attend both internal and external events and engage in training and development activities to keep up-to-date with new developments e.g. data protection, policy changes and developments, and share this knowledge with Recruitment and Admissions staff.

Special Features

As a front-line service department, it is vital that we are able to respond flexibly to emerging business needs. This means that although staff will have core responsibilities, they will be required to work to support both the admissions team and also support the wider department as the need arises.

Working as part of an integrated recruitment and admissions team you will be expected to contribute towards the work of the wider department. This may include, for example, supporting recruitment activity, involvement in open days/visit days, together with all other aspects of the department's work.

Supporting the work of the department may at times involve working outside normal office hours and some limitation on when leave can be taken. The ability to work outside of normal office hours to support activities and events is an essential requirement of this post.

Miscellaneous

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You are responsible for assessing and managing risk for all elements of work within your own area/team and for ensuring effective risk management processes are in place.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria				
Attributes	Item	Relevant Criteria	Essential/ Desirable	
1	Skills & Abilities	1.1	Excellent written and oral communication skills including the ability to influence and persuade people at all levels, and to communicate complex concepts in a manner appropriate to the audience.	E
		1.2	Ability to develop and maintain collaborative working relations across organisational boundaries.	E
		1.3	Excellent administrative and organisational skills with good level of numeracy, high levels of accuracy and attention to detail.	E
		1.4	Ability to write reports and make recommendations to improve services and procedures.	E
		1.5	Excellent IT skills in the use of Microsoft Office, including skills in setting up and using spreadsheets and in querying databases and Power BI reports and data.	E
		1.6	Ability to work with a high degree of independence and apply excellent judgement in the personal resolution of complex problems.	E
2	General & Specialist Knowledge	2.1	Knowledge and understanding of current HE sector issues in respect of recruitment and admissions.	E
		2.2	Knowledge and awareness of the activities and objectives of the University, both current and future.	D
		2.3	An awareness of the Freedom of Information Act, Data Protection Act and other relevant legislation.	E
		2.4	Evidence of being proactive to keep updated on changes within the sector and their associated impact.	E
3	Education & Training	3.1	Degree or equivalent qualification, or substantial relevant experience that demonstrates high order literacy, numeracy and analytical skills.	E

4	Relevant Experience	4.1	Substantial experience of working in a university or similar public sector organisation which must have included: <ul style="list-style-type: none"> • Interpretation of complex guidelines and procedures and application of them to individual circumstances • Providing advice, guidance and feedback to applicants. • Developing and delivering agreed procedures and protocols to ensure adherence to the requirements of external agencies. • Managing new developments through to a successful conclusion. • Using and developing electronic systems to support and manage processes 	D
		4.2	Experience of analysing and interpreting policies and guidance from Government and/or statutory bodies	E
		4.3	Experience of interpreting information to produce reports and inform decision-making.	E
5	Special Requirements	5.1	Evidence of a commitment to equality and diversity policies.	E
		5.2	Evidence of, and commitment to, ongoing personal and professional development.	E
		5.3	Willingness to work flexibly when required (including evenings and weekends) in line with the demands made on the Recruitment & Admissions office.	E
		5.4	A DBS check may be required for the post-holder	E
Date of Revision		February 2021		