



Anna Freud

Job Profile

Job title	Admissions Officer
Reporting to	Head of Operations - Education and Training Division
Employer	Anna Freud
Salary	£35,000 FTE per annum, plus 6% contributory pension scheme
Location	Hybrid (a mixture of home/onsite working): staff are working onsite for at least 20% of their working hours, at our London site (4-8 Rodney Street, London N1 9JH). Some priority will need to be given to attend in-person team days as instructed.
Working hours	Full-time (35 hours per week): usual working hours are Monday to Friday, 09:00-17:00.
Holidays	27 days per annum plus Bank Holidays FTE
Term of contract	6 months, fixed-term Must start in September 2024

About Anna Freud

We are a world-leading mental health charity for children, young people and their families. Our purpose is to take everything that we have learned over the last 70 years, and to transform the mental health of current and future generations of children and young people, to close the gap between mental illness and mental wellness - and to create a more compassionate society for everyone. Our vision is a world where all children and young people are supported effectively to enable them to develop their emotional and mental health, build on their strengths and achieve their goals in life. Our mission is to close the gap in wellbeing and mental health by advancing, translating, delivering, and sharing the best science and practice with everyone who impacts the lives of children, young people and their families.

Purpose and overview of the role

Anna Freud works in close collaboration with University College London (UCL) to deliver a series of postgraduate programmes, which sit within the Education and Training division. These programmes are accredited and awarded by the university. Further details can be found online: <https://www.annafreud.org/ucl-postgraduate-study/ucl-postgraduate-programmes/>. Our Postgraduate Studies (PGS) department is grouped into two programme ‘streams’: Academic Research and Workforce Development. The Admissions Officer join the PGS department and report to the Head of Operations. With a growing programme portfolio and increasing number of students, the immediate focus will be on supporting admissions for the January 2025 intake on NHS England-funded Workforce Development programmes where students are also employed full-time in children’s mental health and wellbeing services. Some work to support admissions activities on traditional Masters programmes may also be required.

The post-holder will lead on and provide administrative support for the delivery of key admissions activities and processes on the department’s postgraduate programmes. This includes making liaising with Project Managers in the Workforce Development team to process initial checks and screening of applications, processing documentation and updating applicant records. Working across postgraduate admissions, the post-holder will be the first point of contact for enquiries from both prospective applicants as well as site employers requiring advice and guidance on admissions related matters. Working under the direction of their line manager, relevant Programme Directors and Senior Education Managers, the post-holder will work as part of a wider team of Education/Programme Officers and Project Managers to support new student intake.

Main responsibilities of the role

Admissions and recruitment:

- Ensure that entries in the UCL prospectus, advertising materials, programme handbook and web pages relating to designated programme matters are accurate, up to date and CMA compliant;
- Assist in recruitment initiatives and any associated events including the co-ordination of interviews, as required;
- Manage and process student applications via UCL Select including: creating applicant records; managing on-line applications and the applicant portal; qualifications checking; decision processing, including offer letter production; fee status determination; updating database records, including confirmation decisions and managing programme acceptances; verification of qualifications; and processing rejections;
- Where decision making is split across employment services and the programme - work with Project Managers from the Workforce Development team to identify shortlists of candidates from services. Against agreed criteria, assess the suitability of applicants for a programme of study to determine their potential

to succeed and making the selection decision on whether to admit the applicant. Liaise with the relevant programme team in cases where a decision is unclear;

- Liaise with staff as necessary to ensure application outcomes are processed in a timely manner to fill all NHSE commissioned places and/or meet recruitment targets for self-funded programmes;
- Support programme staff with reviewing applications and making decisions in line with admissions procedures and programme entry criteria;
- Work with the Senior Education Manager and relevant Programme Directors and teams to coordinate start of session arrangements including induction arrangements;
- Collate welcome packs and enrolment arrangements for the registration of new students.

Applicant enquiries and customer service:

- Act as a first point of contact for all staff/prospective student enquiries, dealing with a range of queries received by telephone, email, letter and/or in person, delegating queries or concerns where appropriate;
- Create and maintain electronic applicant files as necessary;
- General administrative duties such as filing, scanning, sorting post and archiving;
- Liaise with relevant colleagues in UCL, including the Faculty of Brain Sciences and UCL Admissions;
- Liaise with relevant colleagues at Anna Freud including the PGS Student Recruitment and Marketing Officer, Project Managers in the Workforce Development team and Education/Programme Officers.

Other responsibilities:

- Support delivery of recruitment events including online webinars and in-person open evenings;
- Support with the organisation and delivery of induction events for new incoming intake of students;
- Support organisation of admissions interviews as part of any in-house student recruitment processes as and when needed;
- Manage alumni information, including completion of leaver/alumni data capture form;
- Assist with ad hoc administration across all postgraduate courses as and when required.

Special working conditions:

- Staff may be subject to restrictions on taking of annual leave during peak periods of the admissions cycle and in the lead up to the new student intake joining in January 2025.

All employee responsibilities:

- To maintain an awareness of and actively follow and promote Anna Freud's policies, including Equal Opportunities, Health and Safety, Safeguarding and Information Governance;
- To complete all Anna Freud mandatory training, including but not limited to Safeguarding, Health and Safety, Equality and Diversity and Information Governance, within the required timescales;
- The welfare of the children, young people and vulnerable adults who come into contact with our services either directly or indirectly is paramount and all staff have a responsibility to ensure that best practice is followed, including compliance with statutory requirements.

To be noted

This is not an exhaustive list of tasks; the employee will be asked to undertake other ad hoc tasks relevant with the scope and purpose of this role. This job description reflects the present requirements of the role, and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post-holder.

Person Specification

Before starting your application, please read the below in full to understand the requirements of this role. The key criteria which will help us to assess candidates are listed below. There is guidance to highlight at which stage the criteria will be assessed. **Please ensure all criteria listed to be assessed at application stage are evidenced in your supporting statement.**

Criteria	Assessment Method (Application/Interview/Task)
Experience and/or knowledge	
Experience and familiarity with the UK admissions cycle and related activities and processes for a range of academic programmes within a Higher Education setting (e.g. MSc, MRes, PGDip, PGCert and clinical placement-based programmes)	Application/Interview
Previous administrative and customer service experience, including experience of working in a student-facing role	Application/Interview
Skills and/or abilities	
Good interpersonal, verbal and written communication skills, with the ability to diplomatically and confidentially liaise with a variety of staff and students	Interview/Task
Good attention to detail to work accurately with high volumes of information while adhering to Data Protection and internal information governance procedures	Application/Interview/Task
Ability to work proactively and independently, but also collaboratively and under guidance from senior and more experienced colleagues	Application/Interview
Ability to manage own workload, work well under pressure and prioritise conflicting deadlines with little supervision	Interview/Task
Confident IT user and ability to use a range of technology, including: <ul style="list-style-type: none"> – Microsoft Office suite (e.g. Word, Excel, Outlook and PowerPoint) – university-specific admissions portals and databases for processing prospective student applications – online communication platforms such as Zoom and Microsoft Teams to support hybrid working – familiarity or willingness to learn how to use new software packages and platforms 	Application/Interview/Task

frequently used in Higher/Further Education, e.g. SITS, Moodle, etc.	
Other requirements	
Commitment to high-quality service provision and delivering an excellent, equitable and inclusive student experience for a diverse student body	Interview

During the interview(s), candidates will be asked at least one question regarding our values, and one question regarding equity, diversity and inclusion (EDI). We expect everyone to actively demonstrate our values and inclusive behaviours in all areas of their work. **Our values and EDI statement can be viewed [here](#).**

Equal opportunity

We ask our people to share their diversity dimensions with us as it helps us to identify, tackle and prevent any bias appearing across the employee lifecycle at Anna Freud. Monitoring this information allows us to understand how well our efforts to improve diversity, equity and inclusion are working. Your responses will be held securely by our HR team in accordance with our privacy policy and will not be seen by recruiting managers or the interview panel at any stage of recruitment, therefore your responses will not form part of our selection process.

Further support

We want to ensure all candidates can access and apply for our vacancies equitably, if you require any additional assistance to apply or would like to find out more about the role, please contact us on recruitment@annafreud.org. We aim to provide reasonable adjustments where operationally possible for the work that we do.

Post-interview

If successful after interviewing, you will be notified verbally with a job offer and pre-employment checks will be initiated.