

# JOB DESCRIPTION

<b>Job Title</b>	<b>Recruitment and Admissions Administrator, MBA</b>		
<b>Reports to</b>	<b>Recruitment and Admissions Manager, Operations, MBA Programme</b>		
<b>Department</b>	<b>DECC - Recruitment and Admissions</b>		
<b>Job Family</b>	<b>Relationship</b>	<b>Level</b>	<b>2</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customized executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

Degree Education and Careers Centre contributes to the School vision by:

- Attracting and selecting talent from around the World.
- Creating an environment in which students can learn.
- Maximizing student and alumni career opportunities through developing their career skills and engaging with employers.

We aim to create an exceptional learning environment for a global, cross-generational community of intellectually curious, critical thinkers.

Degree Education and Career Centre is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes, which includes the MBA, a suite of Executive MBA programmes

(London-based, Dubai-based, EMBA-Global with Columbia Business School and EMBA-Global Asia with Columbia and the University of Hong Kong Business School), the Sloan Masters in Leadership and Strategy, the Masters in Finance (fulltime and modular), the Masters in Management (MiM) and the Global MiM and the Masters in Financial Analysis (MFA). The degree portfolio represents over 60% of the School's revenues. A number of programmes are ranked in the top 10 by the Financial Times.

Recruitment and Admissions are a group of over 50 individuals tasked with all aspects of the customer sales and selection experience from enquiry to enrolment. The MBA Recruitment and Admissions team is part of this group and is responsible for recruiting and converting world-class students from around the world.

The MBA has revenue targets of c£18million per year and recruits c490 students annually. Classes are made up of 60+ nationalities, typically selected from 3000+ applicants, from 90+ countries.

The office is a busy and demanding place to work. While team working is the norm, all members of the office are also encouraged and expected to take the lead in their areas of responsibility and to contribute elsewhere in the office and School as appropriate.

## **Job Purpose**

To process applications for the MBA programme, adhering to application deadlines and providing a high level of customer service throughout the admissions cycle. This will include the processing and management of candidate applications, assisting in advising and guiding candidates through the admissions process, managing fees, responding to enquiries and ad hoc administration in support of the Recruitment and Admissions Team.

The jobholder will provide overall logistical support to recruitment and admissions activities.

It is essential that the jobholder possesses excellent interpersonal, customer service and communications skills, and has the confidence to liaise with a wide range of stakeholders from prospective students, to recent graduates and a range of senior executives.

## **Key Areas of accountability and Key Performance Indicators (KPIs)**

### **Key areas of accountability:**

#### **Customer Service**

- Act as the first point of contact within the team for prospective or current student/stakeholder enquiries and ensure that they are dealt with promptly to meet and exceed their needs and expectations.
- Respond to candidate queries by phone, email and in person as needed.

- Able to adapt communication style to a range of key stakeholders, including those of diverse and different cultural backgrounds.

### **Processing Applications and Fees**

- Monitoring and operation of the School's online application system, ensuring details and decisions are entered accurately throughout the year.
- Printing, organizing and compiling applicant files for review.
- Ensure accurate and up to date online and physical filing of applicant documentation received by post and email.
- Data entry of application results, including GMAT, GRE and English test scores.
- Manage fee deposits received by admitted students, working closely with the School's account department ensuring all information is accurate and up to date.
- Assist with processing of scholarship applications.

### **Admissions Support/Administration**

- Manage MBA Admissions inboxes and respond to queries within advertised SLA.
- Manage co-ordination of interview feedback.
- Complete reference checks, ensuring follow up.
- Manage Alumni Recommendation scheme.
- Collation and sending of offer pack materials to admitted students.
- Manage receiving and recording of Terms and Conditions, Disclosure Statements and original university transcripts from accepted candidates.
- Offer support to candidates regarding UKVI visa and CAS issues.
- Liaise with relevant stakeholders regarding prospective candidate class visits.
- Complete tasks in accordance with defined policies and procedures to ensure that a consistent, world-class service is provided to all clients and stakeholders.
- Monitor levels and order standard materials/resources ensuring that appropriate stock levels are maintained within budget.

### **Recruitment**

- Develop knowledge of London Business School offering and use it to make initial match to prospective stakeholder needs.
- Attending selected marketing and conversion events, helping with logistics and networking with candidates.

### **Collaboration and Support**

- Work collaboratively with colleagues to help deliver team objectives and meet or exceed targets and metrics.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the department.

### **KPIs:**

- High-quality service provided to prospective or current student/client/ stakeholder.
- Timely response to and resolution of enquiries, requests and issues.

- Meeting or exceeding targets and metrics.
- Contribution to the achievement of team targets.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from stakeholders.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

## Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent.
- Excellent customer service skills.
- Experience of working in a customer-facing environment.
- A self-starter, with a proven track record of delivering against Key Performance Indicators or metrics.
- Excellent written and verbal communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Proactive approach to relationship development with colleagues and stakeholders.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.
- Possess an interest in higher education and student recruitment.

## Resources including team management

N/A

<b>Staff</b>	N/A
<b>Budgets</b>	N/A
<b>Date Updated</b>	17/09/2020