

JOB DESCRIPTION

Job Title	Recruitment and Admissions Associate, Graduate Masters Programmes		
Reports to	Senior Recruitment and Admissions Manager – Operations, Graduate Masters Programmes		
Department	Degree Education & Career Centre		
Job Family	Relationship	Level	2

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 customised 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 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 is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes. Programmes include the MBA, a suite of Executive MBA programmes (London-based, Dubai-based, EMBA Global with Columbia Business School, the Sloan Masters in Leadership and Strategy, the Masters in Finance (full time and part time), Masters in Management (MiM) and the Global MiM, the Masters in Financial Analysis (MFA) and the Masters in Analytics and Management (MAM).

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.

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

The jobholder is responsible for processing Graduate Masters (MiM, Global MiM, MFA and MAM) applications within deadlines and providing a high level of customer service throughout the admissions cycle. This includes processing and management of candidate applications, assisting in advising and guiding candidates through the admissions process, managing fees, sending admissions decisions, responding to enquiries, as well as ad hoc general administration tasks. The jobholder will also provide overall logistical support to recruitment and admissions activities.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Admissions Activities

As Recruitment and Admissions Associate, you will take ownership and conduct core admissions activity to support the application process as below:

- Manage the Graduate Masters Admissions mailboxes and respond to email queries within advertised SLA. Respond to phone and in-person queries.
- Manage the online application system, ensuring applicant details and decisions are entered accurately throughout the admissions cycle
- Ensure accurate and up to date online filing of applicant documentation, data entry of application results (e.g. GMAT, GRE and English test scores)
- Processing applications, sending admissions decisions
- Coordinate admissions interviews conducted by staff, processing interview score sheets as needed and providing support to the Recruitment and Admissions Managers
- Manage fee deposits received by admitted students, working closely with the Accounts Team to ensure all information is accurate and up to date
- Complete reference checks and test score verifications
- Sending and recording of Terms and Conditions, Disclosure Statement via DocuSign and university transcripts from accepted candidates
- Issuing CAS, support to candidates regarding UKVI queries and working closely with the Visas Team.
- Support and attend Graduate Masters offer-holder and admitted student activities
- Support application reviews and shadow candidate interviews, as set by line manager
- Other ad hoc tasks as requested by the Senior Recruitment and Admissions Manager – Operations.

Recruitment Activities

As Recruitment & Admissions Associate, you will be agile in your role and where required, will take responsibility for recruitment activity. This may be required during admissions quiet periods, or throughout the year as described below:

- Support Recruitment Team with enquiry responses and CV reviews when necessary
- 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.
- This role includes an expectation of UK / international travel on an irregular basis for recruitment and admit conversion events.

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 / current students and stakeholders
- 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 and stakeholders
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent.
- May hold vocational qualification.
- Excellent customer service skills.
- Experience of working in a customer facing environment.
- Proven track record of delivering against Key Performance Indicators or metrics.
- Good 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.
- Strong 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.

Resources including team management

Staff	N/A
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Budgets	N/A
Date Updated	October 2023