**Job Description - Admissions Assistant - London**

<table>
<thead>
<tr>
<th>Department:</th>
<th>Global Admissions</th>
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<tbody>
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<td>Reports to:</td>
<td>Admissions Manager - London</td>
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<tr>
<td>Location:</td>
<td>London</td>
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<tr>
<td>Type:</td>
<td>Permanent</td>
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<td>Salary:</td>
<td>£23,000</td>
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<tr>
<td>Deadline for applications:</td>
<td>Monday 7th March, 9am (with interviews to take place that week)</td>
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**Background**

Founded in 1969, Sotheby’s Institute of Art -London is among the world’s leading postgraduate level institutions offering Master’s Degree programmes and Semester, Summer and Short Courses in art scholarship, connoisseurship and art business. As well as Institutes in London and New York, Sotheby’s Institute of Art has partnerships in both Los Angeles and Beijing. Sotheby’s Institute of Art-London has a partnership with the University of Manchester, which validates its academic courses, ensuring that it is firmly placed within the UK higher education landscape.

This is an exciting opportunity for someone at an early stage in their career in higher education administration who wishes to gain experience in student admissions and recruitment in an academic environment which is both demanding and stimulating. Candidates must possess excellent oral and written communication skills and be effective team players. Strong organisational and administrative skills are required, together with a flexible, proactive approach to work and a meticulous eye for detail. Applicants must also be able to demonstrate a commitment to good customer service.

**Job purpose:**

To serve as a member of the global enrolment team and provide excellent customer service to prospects and applicants with the goal of increasing enrolment across Summer, Semester and MA programmes at Sotheby’s Institute of Art-London

- To support the Admissions Manager and Officer with the daily administrative running of a busy Admissions Office.
- To respond promptly to a large volume of incoming enquiries both via email and telephone about the Institute, its programmes, and the admissions process.
- To process applications from enquiry to offer efficiently and accurately using the Student Information System (CAMS) and CRM (Salesforce).
- To build up a detailed understanding of SIA’s programmes in order to advise prospective students on the best possible programmes for them.
- With excellent attention to detail, the successful candidate should have strong IT skills including experience of preparing and sending mail merges, using spreadsheets and databases, and creating statistical reports.
- To support recruiting efforts through information sessions and events in the UK and abroad.

**Tasks & Responsibilities include (but are not limited to):**

- Providing excellent customer-focused service to prospects and applicants.
- To meet potential applicants face-to-face and provide information on the range of courses, the admissions process and requirements, and give a tour of the campus.
- To correspond with applicants throughout the admissions process to complete their application files and ensure all documentation is collected.
- To prepare files for new applicants making sure all documentation is included.
Sotheby’s INSTITUTE OF ART

- To manage data entry into the in-house database (CAMS) and CRM (Salesforce) accurately.
- To arrange interviews with Faculty members and prepare offer packs.
- To manage Student Welcome Site for newly accepted students.
- To support recruitment efforts through Open Days, information sessions (at UK and international universities and auction houses) and manning SIA booth at global HE fairs.
- To observe current legislation including immigration law, the Data Protection Act and the Disabilities Discrimination Act.
- To undertake training and development activities as per the needs of SIA.

**Person Specifications / Minimum requirements (essential)**

1. Educated to degree level, ideally with some administrative work experience
2. Communication Skills: High level of interpersonal skills with an ability to communicate sensitively, courteously and effectively with a wide range of constituencies, and aptitude to express complicated information clearly both verbally and in writing.
3. Interpersonal Skills: The post is a key point of liaison for applicants, academic staff, Careers Services and Student Support so you’ll need to demonstrate excellent interpersonal skills, including the ability to communicate effectively and build relationships with a wide variety of people, ranging from prospective students to senior academic staff.
4. Organizational skills: ability to prioritise work, meet deadlines and anticipate peaks in workflow.
5. Service Orientated: Highly customer focused, providing high level of service delivery.
6. Accuracy: Ability to enter data accurately and review all information as required and update accordingly.
7. Ability to work under pressure and manage conflicting priorities, handling a number of tasks at the same time.
8. Ability to work as part of a team as well as show initiative to complete tasks independently
9. Able to work flexible hours as needs arise e.g. staying late to complete urgent work, assist with SIA events and travel globally for recruitment purposes.
10. Flexibility: the ability to be adaptable at all times in an ever changing environment and work with colleagues at all levels of the organisation.
11. Analytical skills: ability to research issues, good networking skills and ability to interpret data to SIA staff.
12. IT skills: proficient use of Microsoft Office applications including Outlook, Word, Excel and PowerPoint as well as online resources for communication with applicants and students.

*The post holder must at all times carry out the responsibilities and duties with regard to SIA’s Equal Opportunities Policy and Health and Safety Policy.*

**How to Apply**

Please submit both your CV and a covering letter for this position. The covering letter should detail your interest in this role and the relevant skills and knowledge you feel you can bring to the role and to the Institute. All applications should be emailed to: **vacancies@sothebysinstitute.com**

Please state in your email where you have seen this role advertised.

**Please note** Applicants must be eligible to work in the UK.