

Sotheby's INSTITUTE OF ART

Admissions Officer - London

Department: Global Admissions
Reports to: Deputy Director, Global Admissions and Recruitment - London
Location: London
Type: Permanent
Salary: £26,000 - £32,000 depending on qualifications and experience

This is an exciting opportunity for someone with a few years' experience in higher education admissions and recruitment who wishes to pursue their career 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 in previous roles.

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. In particular:

- To support the Deputy Director, Global Admissions 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, the admissions process and visa application procedures.
- To process applications from enquiry to offer efficiently and accurately using the Student Information and CRM systems
- Making and communicating decisions on applications to set criteria
- To build up a detailed understanding of the Institute's programmes in order to play a key role in developing admissions policies and procedures.
- 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.
- To take a key role in recruiting efforts through information sessions, presentations and other events in the UK and abroad.
- To provide advice, guidance and information on compliance duties in relation to the Home Office Short Term Student Visa and Tier 4 immigration routes.

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.

- To support incoming students through the visa application process (both Tier 4 and Short Term Study Visas) and issue the relevant documents.
- To manage data entry into the in-house student database (CAMS) and CRM (Salesforce) accurately.
- To arrange interviews with Faculty members and prepare offer packs.
- To track applicant information for students and send out reports to staff and Faculty.
- 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 the Institute booth at global HE fairs.
- To respond to enquiries from external bodies such as immigration officers, Agents, Embassies and British High Commissions overseas.
- To observe current legislation including immigration law, data protection legislation and discrimination regulations.
- To undertake training and development activities as per the needs of the Institute.

Person Specifications / Minimum requirements (essential)

1. Educated to degree level
2. Experience of working in an academic admissions environment, particularly experience with the UKVI Sponsorship Management System as well as current knowledge of the Tier 4 immigration route.
3. 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.
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 when required.
9. Able to work flexible hours as needs arise e.g. staying late to complete urgent work, assist with Institute 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 Institute 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.

Applicants must have the unrestricted right to work in the UK. The post holder must at all times carry out the responsibilities and duties with regard to the Institute's Equal Opportunities, Health & Safety and Data Protection Policies.

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.

Please note the following:

1. **Applicants must be eligible to work in the UK**
2. **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.**
3. **Please submit all documents to: vacancies@sothebysinstitute.com**
4. **Please state in your email where you have seen this role advertised.**

Deadline for applications is 5pm, Friday 8th March 2019

Interviews are expected to take place on Thursday 14th March 2019