Director of Admissions
Appointment brief
July 2021
Message from the President and Principal

Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew’s Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal
About Queen Mary University of London

Queen Mary University has a proud and distinctive history dating back to 1785 and beyond. Our founding institutions are the London Hospital Medical College, St Bartholomew’s Hospital Medical College, Westfield College and Queen Mary College. Today, these four historic institutions form Queen Mary University of London, a global university which works across the humanities, social sciences, medicine and dentistry, and science and engineering. We have five London campuses in Mile End, Whitechapel, Charterhouse Square, West Smithfield and Lincoln’s Inn Fields. We also have a presence in China, India, Pakistan, Malaysia, Malta, Paris and the US.

We are a leading, UK Russell Group university with over 28,000 students representing more than 160 nationalities. We are very proud to attract students from backgrounds typically under-represented at universities like ours, and determined to provide them with the world-class education they deserve.

Our Strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity through our world-class research and education. By 2030, we will be the most inclusive university of our kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are exceptionally proud to be part of our community. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

- We are inclusive, supporting talented students and staff regardless of their background, and engaging with our local and global communities.
- We are proud of the difference we can all make when we work collectively.
- We are ambitious, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.
- We are collegial, promoting a strong community through openness, listening, understanding, co-operation and co-creation.
- We are ethical, acting with the highest standards, and with integrity, in all that we do.
Job Description

Job Details

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Director of Admission</th>
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<tr>
<td>Department:</td>
<td>Marketing and Communications</td>
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<td>Reports to:</td>
<td>Director of Marketing and Communications</td>
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<td>Grade:</td>
<td>Professional Services Grade 8</td>
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<td>Appointment period:</td>
<td>Permanent</td>
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<td>Current Location:</td>
<td>Mile End Campus</td>
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Job Context

Queen Mary University of London is a Russell Group university and is one of the UK’s leading research universities. We are committed to opening the doors of opportunity through our research and education: to improving social justice and achieving the previously unthinkable. We are a values-led institution with a strong brand identity centred on inclusion. We have five campuses across London, and a presence in Malta and Paris. We also have a strong reputation for transnational education, with a significant footprint in China, and are a sector leader in attracting associate students, many of whom join us from some of the best universities in the USA. We have overseas offices in China, Pakistan, India, Malaysia and the US, who help us with recruitment and admissions.

Queen Mary is proud to attract students typically under-represented at universities like ours. Of our home students, over 90% come from state schools, 75% are BAME and over 50% are first in their family to attend university. Our international students are drawn from over 160 countries. We offer undergraduate and postgraduate courses across disciplines, and have one of the most sought-after and highly-ranked medical schools in the UK. Our law school is also one of the most popular in the UK. We are the only Russell Group university in London that has a campus, and all our first year undergraduates have the opportunity to live on or near our campuses in our accommodation. In addition, we are very embedded within the local community, and at the same time enjoy a global reputation and significant partnerships with leading institutions across the world.

Admissions sits within the Marketing and Communications Directorate, which is responsible for recruiting and admitting international and home students to meet targets for all our courses who have the potential to succeed with us, raising the awareness and reputation of Queen Mary among its target audiences, for all elements of our global engagement, including international policy, partnerships and student recruitment, for marketing and widening participation, and development and alumni engagement. The Director of Admissions is part of the leadership team for Marketing and Communications, alongside the Directors of Communications, Marketing and UK Student Recruitment, Global Engagement and Development and Alumni Relations.

There is much change on the horizon for admissions, with PQA likely to be implemented in the next few years, and the constant challenge of dealing with ever-increasing numbers of applications. We are looking for an experienced admissions professional, who is confident with leading change, and attracted by our brand and ethos.
Job Purpose

The Director of Admissions provides strategic leadership on all aspects of student admissions across the University, and is the recognized functional lead for the area. The Director of Admissions makes a significant contribution to the planning and implementation of Queen Mary’s student recruitment activities more broadly in collaboration with colleagues in faculties, marketing, recruitment, student outreach, finance and strategic planning.

The Admissions Office’s primary focus is to recruit students with the qualifications and potential to succeed to planned intake targets, in line with values and aims expressed in the Strategy 2030. The Office handles around 100,000 applications per year to undergraduate and postgraduate programmes. Working together with colleagues in academic Schools and professional services, we aim to provide a high-quality user experience for applicants and staff who support the applicant journey. We are committed to excellence and continuous improvement in all that we do.

Main Duties & Responsibilities

- To be the recognised expert within Queen Mary on admissions policy and practice in UK higher education.
- To define, implement and monitor an effective admissions strategy that is customer-focused, enhances Queen Mary’s external reputation, inspires the confidence of the academic community and enables Queen Mary to achieve its objectives for the size, quality and composition of its student intake.
- To be the functional lead for admissions across the University.
- To lead the central admissions team, deploying and developing human, IT and financial resources in the most effective way to support the achievement of Queen Mary’s student recruitment objectives.
- To ensure compliance of Queen Mary’s recruitment policies and practices with all relevant legislation, including immigration rules, data protection and consumer protection legislation, and to ensure that they are fully co-ordinated with other elements of the student journey.
- To investigate and respond appropriately to admissions appeals and complaints in accordance with good practice in the sector.
- To build and maintain effective internal networks and relationships with academic schools and institutes, as well as other Professional Services departments and members of the Queen Mary Senior Executive Team, in order to agree priorities for the admissions service, influence policy and practice, and gain support for student recruitment objectives.
- To exploit relevant external networks in order to represent Queen Mary’s interests and ensure that best practice, expert knowledge and current developments in the sector are reflected in the planning and delivery of the admissions service at Queen Mary.
- To contribute fully to the senior leadership of the Marketing and Communications Directorate, and to deputise for the Director of Marketing and Communications as required.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager. This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.
Person Specification

It is essential in your application that you provide, in so far as you are able to, evidence and proven examples against the selection criteria below.

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<tr>
<th>Requirements</th>
<th>Essential / Desirable</th>
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<tr>
<td>Qualifications</td>
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<tr>
<td>An undergraduate degree, or an equivalent professional qualification or experience.</td>
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<td>A postgraduate award, or an equivalent professional qualification.</td>
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<tr>
<td>Knowledge, Skills and Experience</td>
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<td>Excellent oral and written communication skills, with the ability to convey detailed and technical information with confidence to audiences of varying knowledge and understanding.</td>
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<td>Highly numerate and confident with data and its analysis and interpretation.</td>
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<td>Highly developed networking skills, with the ability to influence internal and external stakeholders at a senior level.</td>
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<td>Authoritative knowledge of admissions policy and practice in UK higher education and all related legislation.</td>
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<td>Experience of planning and delivering complex, large-scale operations and projects.</td>
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<td>Experience of developing processes, systems and resources to transform institution-wide services, improve effectiveness and deliver strategic objectives.</td>
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<td>Experience of developing and delivering successful strategies.</td>
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<td>Experience of managing and motivating large teams, and ensuring that conflicting workloads are balanced to meet service demands.</td>
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<td>Experience of managing and monitoring budgets.</td>
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<td>Able to work independently and take responsibility for the successful delivery of the service.</td>
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<td>Personally resilient and able to operate effectively in a pressured environment.</td>
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<td>Experience of deploying new technologies to enhance practices.</td>
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<td>A commitment to working collaboratively and flexibly to support the strategic aims of the institution.</td>
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<td>A commitment to continuing professional development of yourself and others.</td>
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Inclusion

Queen Mary University of London is a Russell Group University with a difference. Our vision is to be recognised across the world as the most inclusive research-intensive University.

To all the communities at Queen Mary, inclusivity is key to who we are and to achieving all our ambitions. We are a multi-faculty institution teaching undergraduates and postgraduates across all the major disciplines. We offer more than 280 undergraduate courses. We have world-leading research across disciplines and were ranked 5th in the UK in the last Research Excellence Framework (REF) for the quality of our research outputs, and continually challenge ourselves to ensure we have an environment where everyone feels included and can flourish.

We are very proud of our teaching and learning and were awarded a ‘silver’ in the last Teaching Excellence Framework (TEF) (2016-17). We are also deeply embedded in the local community and were the first UK University to be awarded an Engage Watermark Gold award for public engagement by the National Coordinating Centre for Public Engagement.

Inclusivity is one of our fundamental core values at Queen Mary: it is intrinsic to who we are. Our diversity of cultures and backgrounds is key to the vibrancy of our community and to the knowledge and ideas we are able to generate and pass on; without that diversity, we would not be who we are. We are extremely proud that we attract such a diverse staff and student body, and are fully committed to providing an environment where everyone is supported to flourish and fulfil their potential, irrespective of their background.

To be truly inclusive requires sustained, proactive, hard work, and we know there are areas where we have work to do. We are focused on eliminating the BAME attainment gap and increasing the proportion of female and BAME staff at the higher grades, both for academics and for Professional Services. We are looking to see how we can ‘hard-wire’ inclusivity throughout all our policies and practices: we do not see this work as belonging to one team or unit, but rather as being embedded in all that we do. Being inclusive makes us better at everything we do, it improves our daily lives and the delivery and impact of our work.
EDI Initiatives
Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI) and champions a number of EDI initiatives across the University. Queen Mary holds a Silver Institutional Athena SWAN award for advancing gender equality, and is also a Stonewall Diversity Champion and commits to advancing LGBTQ+ inclusion by submitting to the Stonewall Workplace Equality Index. We also offer a number of development programmes including Springboard, Aurora and B-MEntor. We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010.

We offer ‘Introducing Inclusion’ training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.
Terms and Conditions

Salary

Appointment will be made on Grade 8 of the Queen Mary salary scale. The starting salary will be competitive and commensurate with skills and experience, with potential for a performance related bonus.

Staff Benefits

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

- Annual leave – the full-time annual leave annual entitlement is 30 working days (not including bank holidays).
- Season ticket loan scheme
- Pension scheme
- Reward and recognition schemes
- Cycle to work scheme
- Qmotion sport fitness centre
- Employee Assistance Programme
- Family friendly policies
- On-site day nursery

Flexible Working

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need.

Our Flexible Working Policy includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

Eligibility

The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment. For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered highly skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Skilled Worker visa. For further information on this, please visit the UK Visas and Immigration website: https://www.gov.uk/browse/visas-immigration/work-visas
How to Apply

An executive search exercise is being undertaken by Veredus.

To apply for this post, you will need to submit the following documentation to us by no later than **5pm on Friday, 20th August 2021**.

- A CV setting out your career history, with key responsibilities and achievements.
- A Supporting Statement (approximately two pages of A4) explaining how you consider your personal skills, qualities and experience provide evidence of your suitability for the role, with particular reference to the criteria in the Person Specification.
- A completed Equality and Diversity Monitoring Form and a completed Candidate Supporting Information Form*.

* Both of these forms can be downloaded from the Veredus job page.

Applications should be sent via Vereuds website [www.veredus.co.uk](http://www.veredus.co.uk) quoting reference number **1353**.

Should you encounter any issues with your application or you are unable to apply online please get in touch with them via [education@veredus.co.uk](mailto:education@veredus.co.uk).

All submissions will receive an automated response. If you do not receive confirmation of receipt when submitting your application, please contact us on 0207 932 4236.

*At Veredus, we take care to protect the privacy of our candidates and clients. To read more about how we collect, store and share your data please read our privacy notice which can be accessed here: [https://www.veredus.co.uk/privacy-and-cookies](https://www.veredus.co.uk/privacy-and-cookies]*

**Further Information**

If you have any questions about the role or would like to discuss the post further, please contact our advising consultants at Veredus: Nataliya Starik-Bludova on 07717 003 792 or Reece D’Alanno on 07711 779022.

**Recruitment Timeline**

- Preliminary interviews: w/c 30th August 2021
- Shortlisting: w/c 6th September 2021
- Final Interviews: w/c 20th September 2021