

**ADMISSIONS OFFICER
Chiswick Campus**

**Salary: Up to £27,000 per annum depending on experience
plus excellent benefits**

We are now seeking to appoint an Admissions Officer to start as soon as possible. The Admissions Officer will report to the Senior Admissions Officer and will be part of a small team responsible for the accurate and efficient processing of applications and applicant enquiries.

The post-holder will deal with applications from UK, EU, International and US students for undergraduate, postgraduate and visiting student programmes. The role will oversee the day-to-day aspects of Admissions including responding to applicant queries, making and communicating decisions on applications, providing prospective students and parents with information and guidance on the application process, and support relating to student visa queries.

The preferred candidate will ideally have a working knowledge of UCAS procedures, and of UKVI requirements for visas to study in the UK.

About Richmond American University London

[Richmond American University London](https://www.richmond.ac.uk) is a unique institution, global in outlook and in practice, diverse and cosmopolitan in its culture. A leading private and not-for-profit institution, we are dually accredited in both the United States, by the Middle States Commission on Higher Education, and registered with the Office for Students in the UK. Our students receive both UK and US degrees, bringing together the best of British and American higher education.

Operating in London since 1972, our mission is to educate and inform future generations by providing them with the knowledge and support to think critically, the freedom to challenge assumptions and the skills to work with others. Our distinctive, multi-disciplinary Liberal Arts degree programmes offer a holistic approach to teaching and learning that focuses on developing academic and personal skills to enable our students to make positive contributions through employment, personal development, and public service after graduation.

Richmond is an equal opportunities employer committed to an inclusive workplace that puts our vision of 'Unity in Diversity' into practice and we encourage all prospective candidates to apply. A Basic level DBS check is required for this position.

For further information about the University, please visit: www.richmond.ac.uk.

Closing date: 6th July 2025

To apply for this role, please email your CV and supporting statement, together with details of three recent work-related references to hr@richmond.ac.uk

Please note that while submitted applications will be acknowledged, we are unable to provide individual feedback to applicants.

JOB DESCRIPTION

JOB TITLE: ADMISSIONS OFFICER

REPORTING TO:

The Admissions Officer reports to the Senior Admissions Officer.

SUMMARY:

The Admissions Officer is part of a small team responsible for the accurate and efficient processing of applications and applicant enquiries. The post-holder will deal with applications from UK, EU, International and US students for undergraduate, postgraduate and visiting student programmes. The Admissions Officer will oversee the day-to-day aspects of Admissions including responding to applicant queries, making and communicating decisions on applications, providing prospective students and parents with information and guidance on the application process, and support relating to student visa queries.

MAIN DUTIES:

The Admissions Officer's main duties are to:

- create and update enquiry and application records on the University's student administration system and UCAS: processing decisions/replies, maintaining supporting paperwork, and communicating with the applicant through the key stages of the annual cycle to ensure a high quality prospective student experience;
- make and communicate decisions on applications, applying agreed University criteria to ensure decision-making is fair and consistent;
- manage student applications and ensure that electronic records are complete prior to student arrival in respect of the University's academic, administrative, English language, financial, and scholarship requirements, liaising with applicant as necessary;
- respond to application-related queries (phone, email and face-to-face) and follow-up as necessary;
- keep up-to-date with UCAS procedures and the requirements of UK and US student financial aid systems and undertake training as necessary;
- provide administrative support for UKVI Compliance, including arranging and completing pre-Student visa sponsorship interviews;
- participate fully during University Open Days, registration and orientation periods;
- develop a good knowledge of the courses offered by the University at the undergraduate and postgraduate levels;
- be the main point of contact for visiting student (non-degree) applications and Freshman partnership applications;
- ensure effective day-to-day liaison with the Marketing and Recruitment Department, the academic departments, Finance Office, Registry Services, Student Affairs, and International Programmes in the processing of applications and associated matters, including Student visa sponsorship;
- maintain confidentiality with regards to personal information at all times and follow the General Data Protection Regulation.

- perform additional duties as assigned by the Senior Admissions Officer;
- adhere to and promote the University's health and safety policies and procedures.

LOCATION:

The Admissions Officer will be based at the University's Chiswick Park Campus.

SPECIAL NOTE:

A Disclosure and Barring Service check at the basic level is required for this position. Occasional evening and weekend work is required.

GENERAL:

The above responsibilities are subject to change at the discretion of the Senior Admissions Officer and shall include other responsibilities as the Senior Admissions Officer may from time to time assign. The Senior Admissions Officer may also, at their discretion, reassign some of the above responsibilities. The Senior Admissions Officer will work with the Admissions Officer to co-ordinate work and resolve problems and will evaluate their performance.

PERSON SPECIFICATION

ESSENTIAL:

- experience of working in a similar admissions role, with non-UK applicants, preferably in international higher education;
- highly organised with the ability to prioritise work, meet deadlines and targets;
- a working knowledge of databases and reporting tools, and proficient in Microsoft Office Suite, including Outlook, Word, Excel, PowerPoint skills;
- strong oral and written communication skills and the ability to build effective working relationships with staff at all levels across an organisation;
- an understanding of the UK or US secondary and higher education systems and empathy with the mission of the University;
- accuracy and attention to detail;
- demonstrable commitment to customer service;
- ability to communicate effectively with a wide range of people;
- ability to work under pressure as part of a team or as an individual using own initiative;
- an enthusiastic, committed and proactive approach to work;
- ability to respond flexibly and positively to changing requirements;
- intercultural sensitivity.

DESIRABLE:

- a working knowledge of UCAS procedures and of UKVI requirements for visas to study in the UK.

DATE REVIEWED:

June 2025