NTC

Job Description

Job Title:	HE Admissions Officer
Responsible to:	Marketing, Communications & Recruitment Manager, in close collaboration with the Director of Academic Services
Location:	Didsbury, Manchester – some hybrid possible with discussion
Part time:	21 hours per week (working pattern to be agreed to provide appropriate coverage across the admissions cycle)
Salary:	£15,475.20 (£25,792 pro rata)

Main Purpose of Job

A 0.6 FTE Higher Education (HE) admissions post responsible for accurate, timely and applicant-centred management of formal applications from the point an applicant opens an application through to the agreed handover to Academic Office. Working within the marketing and recruitment team, closely collaborating with Academic Office to oversee and coordinate the entire application process, managing hand-offs and arranging input from the right people at the right time. The post holder administers applications, coordinates and assists in conducting interviews, presents cases to the admissions panel, communicates authorised decisions and offers, supports applicants through questions and setbacks, and maintains reliable records and handovers.

Role Boundaries and Hand-offs

This post works closely with the Marketing, Communications and Recruitment Manager, the Recruitment Officer and the Academic Office team, but has a distinct operational remit:

- Marketing, Communications and Recruitment Manager —leads the team and manages performance oversight. This post contributes frontline insight and updates on applications.
- Recruitment Officer — owns general and pre-application enquiries and personal engagement with prospective students. Non-applicant enquiries reach Recruitment through a documented Zoho handover.
- Admissions Officer (this post) — owns the formal application from the point it is opened: application-specific communication and case management, interview and decision workflows, offers issued once authorised, and confirmed handover to Academic Office.
- Academic Office — receives the confirmed handover once an offer is accepted, to begin enrolment and, where applicable, issue a Confirmation of Acceptance for Studies (CAS).

Key benefits

- Generous holidays.
- Cycle to work scheme.
- Contribution to workplace pension.
- Free audit of one module per year.

Background

Nazarene Theological College is a research-led partner college of The University of Manchester. Situated in Didsbury, Manchester, the College is a Christian theological college and is shaped around a Christian ethos. Founded in 1944, NTC has some 350 students (both full and part time), across undergraduate and postgraduate programmes of study, representing a wide range of nationalities. The College also prepares candidates for ordination in the Church of the Nazarene.

The College operates with clear Strategic Areas:

- We will be academically innovative and research led.
- We will foster community that is intentionally Christ like

In order to reach these priorities, we will consider the following operational areas:

- We will engage in key missional partnerships with integrity
- We will strengthen our resource base to ensure a sustainable future and
- We will build our reputation for excellence

And with clear values:
We value excellence, relationships and learning and seek to manifest this in all that we do.

Main Duties

Responsibilities

To manage the formal higher education admissions process from the opening of an application through to confirmed handover to Academic Office, ensuring an efficient, compliant and applicant-centred service. The Registrar provides academic oversight and escalation.
The Admissions Officer works collaboratively with the Recruitment Officer, the Marketing, Communications and Recruitment Manager, academic decision-makers and the wider Academic Office team to ensure that prospective students and applicants all receive excellent service and care.

The post holder will:

- Respond promptly to application-specific questions, concerns, setbacks and withdrawals, redirecting non-applicant enquiries to Recruitment with a documented Zoho handover
- Administer applications, ensuring completeness and accuracy at every stage and communicating clearly and promptly with the applicant
- Maintain accurate Zoho applicant stages and case notes, preserving pre-application history and recording ownership changes without duplicating authoritative student records
- Coordinate the interview process and assist in conducting interviews in collaboration with Academic Office
- Support the administration of entry requirements, assessments and entrance exams where applicable
- Coordinate admissions decision workflows with the Registrar, academic admissions committee and relevant academic staff, presenting cases accurately and impartially, and recording and communicating decisions without independently determining academic eligibility or exceptional entry
- Prepare and issue offer letters, conditions and related documents only after the required academic or Registrar authorisation
- Monitor progress from the opening of an application through authorised decisions, offers, acceptance and handover to Academic Office, coordinating with Recruitment on exceptional cases and unresponsive applicants
- Collect visa-related documents within delegated procedures and promptly refer eligibility, sponsorship and compliance decisions to the Registrar or Director of Academic Services
- Escalate complex or stalled cases to the appropriate colleague, such as the Registrar or academic decision-makers, so that applications progress without delay
- Produce a weekly pipeline report covering volumes, application stages, overdue cases and decisions, flagging individual cases that need attention, so the College can report across departments and externally
- Identify and implement improvements to the admissions process to enhance the applicant experience and the efficiency of the service

Performance Measures

Measures and service-level targets will be agreed by the Marketing, Communications and Recruitment Manager with the post holder, reflecting the 0.6 FTE working pattern, institutional dependencies, peak periods and approved decision-making timelines. Report results weekly; distinguish matters within the post holder's control from delays awaiting academic or external decisions.

- Application acknowledgement: percentage of newly opened applications acknowledged within the agreed number of working days; monitor outstanding acknowledgements and exceptions
- Completeness checks and processing timeliness: percentage of applications checked for required information within the agreed working-day standard; median and overdue time from

complete file to referral for decision, separating academic decision time from administrative processing time
- Communication of authorised decisions: percentage of approved offers, conditions, refusals and other decisions communicated within the agreed working-day standard after authorisation; monitor acceptance and withdrawal patterns with Recruitment without making conversion the sole measure of Admissions performance
- CRM and record accuracy: proportion of sampled applicant records complete, current and correctly staged in Zoho and the authoritative admissions record; corrections, consent/data-handling exceptions and referrals to the authorised UKVI lead recorded and resolved promptly
- Applicant feedback: monitor the quality and timeliness of responses to applicants, complaints, concerns, withdrawals and available feedback; record actions taken to address recurring barriers and improve applicant experience
- Overdue and unresponsive cases: weekly review of applications awaiting documents, decisions or responses; flag cases requiring escalation. After approximately three weeks without applicant response, request one relationship-based follow-up by Recruitment, subject to case circumstances; Admissions retains ownership and decides next status under agreed procedure
- Escalation and handovers: percentage of cases needing Registrar, admissions-panel, academic or specialist input referred with complete information; timely documented transfer to Academic Office and appropriate Recruitment involvement in exceptional cases

Person Specification

Essential

- A high level of organisational skills with the ability to manage multiple applications and deadlines
- Strong attention to detail and accuracy in administrative processes
- Ability to work independently and take initiative within a defined remit
- Strong interpersonal and communication skills, particularly in applicant-facing contexts
- Willingness to develop detailed knowledge of the College and act as an informed representative
- Ability to work collaboratively with academic and administrative colleagues

Desirable

- Experience of working in higher education admissions or a similar administrative role
- Familiarity with admissions or CRM systems (e.g. Zoho, HubSpot or equivalent)
- Understanding of UK HE admissions processes, including international applications and visa considerations

Additional Information

This job description is not exhaustive; the post holder may be required to undertake other duties as reasonably required.
The post holder will be required to complete a basic Disclosure and Barring Service (DBS) check

Nazarene Theological College Vision

As God's holy people we aspire to be a learning community reflecting the love of God as Father, Son and Holy Spirit. Dedicated to excellence in theological education we intentionally foster character formation within contexts that are both practical and reflective.

Nazarene Theological College Employment Ethos

The College is committed to the active pursuit of an Equal Opportunities Policy which addresses the need and right of everybody in the College to be treated with dignity and respect, in an environment in which a diversity of backgrounds, traditions and experiences is valued. It aims to create the conditions whereby prospective and existing students and staff are treated solely on the basis of their merits, abilities and potential, regardless of any irrelevant distinction.

November 2026