



ACCESS: INSIDE KNOWLEDGE **HOW TO GROW YOUR CAREER IN ADMISSIONS**



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How to grow your career in Admissions

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Today's session

- ▶ Joanne's journey
- ▶ Liz's journey
- ▶ Key themes
- ▶ Discussion time
- ▶ Q&A
- ▶ Personal reflections

Joanne

- ▶ Joined the University of Sunderland in 1993 after graduating from University with a Business and HR Degree.
- ▶ Started in HR and worked in a few departments before securing a permanent role within the Admissions Team in 1996 as an Admissions Administrator.
- ▶ Progressed my career within the team and before I left Sunderland in 2008 I was Admissions Team Leader focusing mainly on the compliance aspect of the admissions process.
- ▶ I joined the University of Brighton as Admissions Manager in 2008 and was made Head of Admissions in 2009.
- ▶ I decided after nearly 9 years in Brighton it was time to move home and rejoined the University of Sunderland as Head of Student Administration, my remit includes Admissions, Student Records, Bursaries & Scholarships and is part of the wider Student Journey Department.
- ▶ Now after 6 years back in Sunderland every day is still a school day and even after 20+ years in Admissions I am still learning new things daily and still developing my knowledge and skills in an ever changing HE environment.



Liz

- ▶ Joined the University of Sheffield in 2006. Before this worked in Civil Service after a law degree and PGCE at Sheffield Hallam University.
- ▶ Started in Student Services working in the Registration and Tuition Fees Team, with responsibilities for fee status, fee payments, registration, applicant fees, systems, processes, international sponsor payments, compliance. Also covered a team leader maternity leave for 18 months and gained line management experience. Worked PT to balance family commitments.
- ▶ Took a secondment opportunity in Admissions in 2012 as Compliance Review Manager (FT) focusing on systems, processes, people to ensure Immigration Compliance was embedded within the Admissions Team – no prior immigration knowledge. Turned this into an open-ended role. Applied for but unsuccessful in getting UG Manager role.
- ▶ Successful in UG Manager application in 2014. Appointed to the role on basis of process, systems, people, leadership skills, not direct admissions processing knowledge. Developed UG systems, approach to Clearing, institutional admissions relationships, involvement in committees, elected to Senate. Also developed external profile.
- ▶ Job share with PG Manager to cover Head of Admissions on secondment, then appointed open ended Head of Admissions in 2017. Formal restructure of team, development of PG knowledge, strategic mid-long term development plan, collaboration with other linked services, COVID-19, 'THAT' summer!, new Director.
- ▶ Head of Recruitment left – Widening Participation Team needed a head – temporary cover alongside HOA role turned into longer term role. Associate Director SRMA. Little WP knowledge, but now leading team leaders. Setting new direction, redesign of team and activities, institutional regulatory responsibility, even using PGCE to help with curriculum design! Important to back-fill HOA role to allow capacity for new area and protect Admissions delivery.

Themes



Sector policy



Compliance



Management



Leadership



International



Recruitment
and Marketing



Opportunity
and risk



Change



Student
records



Process



Variety



Transferrable
skills



IT



Strategy



Internal
networks



External
networks

Discussion



HOW DID YOU START
WORKING IN ADMISSIONS?

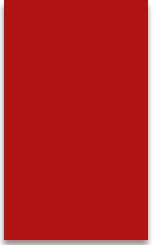


WHY DO YOU STAY?



QUESTIONS/GROUP
DISCUSSION

Personal reflections



How do you as an individual keep developing over the years

How do you help your staff to develop if they have been in their role for a long time

Thinking about the themes – what are your areas of strength, what areas would you like to develop

One development action to take back – set yourself a timeframe now