

JOB DESCRIPTION



JOB TITLE	Admissions & Short Course Officer
TYPE OF CONTRACT	Full-time, Permanent
RESPONSIBLE TO	Admissions and Student Services Manager
GRADE AND SALARY	Grade 3 £30,068 - £33,842 Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range.
HOURS OF WORK	35 hours per week; Monday to Friday (9.30am – 5.30pm) plus evening and weekend work as and when necessary
KEY WORKING RELATIONSHIPS	Student and Academic Services department; Partnerships & External Relations dept; Finance; Drama School
INTERNAL	
EXTERNAL	Applicants, applicant Next of Kin, schools and colleges, accommodation suppliers, audition venues
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months
BENEFITS	
(1) HOLIDAY ENTITLEMENT	Generous annual leave of 28 days plus Bank holidays (This is inclusive of any days when LAMDA may be closed, e.g. Christmas closure)
(2) PENSION	After 3 months of continuous service, you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations
(3) GP 24	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors
(4) EMPLOYEE ASSISTANCE PROGRAMME (EAP)	EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. EAP service provides a complete support network that offers expert advice and

	compassionate guidance 24/7, covering a wide range of issues
(5) CYCLE TO WORK SCHEME	LAMDA offers a salary sacrifice cycle to work scheme
(6) EYE TESTS	Sight test costs is reimbursed to employees who require VDU use
(7) HYBRID WORKING	Hybrid working may be offered for some non-student facing roles. We expect a norm of 60% of your time in the office and 40% of your time to be worked from home
(8) GROUP LIFE ASSURANCE	After six months of continuous service and on successful completion of the probationary period you will become eligible to death-in-service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in service
(9) SEASON TICKET LOAN	LAMDA offers an interest-free loan for the purchase of an annual season ticket

JOB PURPOSE

To support the Admissions and Student Services Manager in the effective delivery of admissions administration and student support services across London Academy of Music & Dramatic Art Higher Education and Short Courses. The role contributes to the smooth administration of applications, auditions and interviews, while providing a wide range of student services and administrative support. The postholder will also assist with broader departmental activities, including enrolment, application processing and short course administration, ensuring an efficient and professional service for prospective and current students.

DUTIES AND RESPONSIBILITIES

- Manage the Short Courses inbox, responding to and triaging enquiries to ensure an excellent customer experience.
- Provide advice and guidance to prospective applicants on London Academy of Music & Dramatic Art courses and application processes.
- Use LAMDA's student records system and UCAS to administer applications and offers accurately and efficiently.
- Process Short Course offers and liaise with relevant departments regarding course administration.
- Maintain accurate and up-to-date records of Short Course applications and bookings, ensuring relevant teams are kept informed.
- Liaise with Short Course teams regarding applicant accessibility requirements and support needs.
- Work closely with the Finance team to support effective payment processing and refunds where required.

- Coordinate auditions and interviews, including scheduling and processing outcomes.
- Prepare and distribute applicant, offer and course information packs.
- Coordinate accommodation arrangements for incoming Short Course students, including liaison with external housing providers.
- Respond to admissions enquiries by phone, email and in person in a professional and timely manner.
- Support formal enrolment and registration processes for students.
- Welcome and support Short Course participants during registration and introductory activities.
- Assist students with enrolment documentation and supporting evidence requirements.
- Provide administrative support, information and assistance to students and staff across the department.
- Undertake any other duties appropriate to the role as reasonably requested by the Admissions and Student Services Manager.

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS / ABILITIES	<ul style="list-style-type: none"> • Excellent organisational skills and the ability to remain calm and good-humoured under pressure • Good telephone manner with clear communication skills • Clear, accurate writing skills • Excellent interpersonal and team- working skills • Experience of MS Office 		Application / Interview
KNOWLEDGE		<ul style="list-style-type: none"> • Knowledge of student record systems/UC AS 	Application / Interview
EXPERIENCE	<ul style="list-style-type: none"> • Administrative experience in an office- based environment 	<ul style="list-style-type: none"> • Interest / experience in drama / performing arts and student environment 	Application / Interview
QUALIFICATIONS		<ul style="list-style-type: none"> • Degree, or equivalent in experience 	Certificates (if applicable)

QUALITIES	<ul style="list-style-type: none"> • Focused, highly efficient and self-motivated with the ability to think creatively and to take the initiative to meet strict deadlines across a number of simultaneous projects • Collaborative team player with ability to communicate clearly and effectively with both internal and external suppliers 	<ul style="list-style-type: none"> • Ability to work with minimum amount of supervision 	Application / Interview
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