

Admissions Manager

We are one of the great British art schools: a specialist creative university that draws on our 180 years of history. As a university, we excel in our disciplines and understand powerfully the transformative potential of creative practice for individuals, communities and industries.



For further information about Norwich University of the Arts and our community please visit norwichuni.ac.uk

As we expand our specialist character and bring the power of creative, practice-based education to a wider range of subjects, we celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts, you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional Creative Education, Research and Knowledge Exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

We are the only specialist creative arts and design university to have achieved Triple Gold in the most recent Teaching Excellence Framework (TEF) and were named Arts University of the Year 2025 by the Daily Mail. In 2023, we were the highest climber in the Complete University Guide and recognised as the top specialist creative arts university outside London. This year, the Guardian University Guide 2026 ranked us as the highest-rated university in the East of England after the University of Cambridge.

You will work in the heart of Norwich. Our award-winning campus has played a key role in the regeneration of one of the city's most vibrant quarters. Our 21st-century teaching spaces and workshops occupy renovated buildings with medieval, Victorian, and Edwardian heritage. The University has recently expanded with Bank Plain, a 37,000 sq. ft city-centre building — a major investment that reflects our ambition to be a leading civic university championing creativity in all its forms.

Ninety-four per cent of our graduates are in work or further study within six months of graduating. Our innovative approach to employability and entrepreneurship has been nationally recognised, and our graduates hold key roles across and beyond the creative industries — from Oscar and BAFTA nominees to D&AD Pencil winners, fine artists, designers, and creative technologists. This track record gives us confidence that our success in graduate outcomes will continue as we apply our distinctive culture and practice to an expanding range of specialist subjects.

Creativity is not only what we teach but how we engage with the world. Through our Research and Knowledge Exchange Institutes, we lead cross-disciplinary projects that address social, cultural, and environmental challenges — from immersive digital experiences tackling climate change to arts-led initiatives in mental health. At the centre of this work is the Interactive Visualisation and Simulation Lab (IVSL), funded as part of the Creative Research Capabilities (CResCa) world-class labs programme.

The IVSL supports research into climate futures, virtual heritage, spatial computing, applied games, and virtual production. Our growing research reputation is also reflected in recent grants and collaborations, including a major award from the Water Restoration Fund (WRF). These achievements demonstrate our expanding contribution to creative innovation, cultural development, and social impact — shaping the future of creative higher education in the UK and beyond.

We hope that as you learn about us, you are inspired by our ambitions for the future.

Professor Ben Stopher,
Vice-Chancellor

Committed to

EQUALITY DIVERSITY

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

Situated in the historic city centre of Norwich, with an impressive estate that encompasses both historic buildings and brand-new state of the art facilities, the University is a vibrant community that forms the beating heart of the city and region's arts and cultural worlds.

We are seeking an influential, proactive, and highly organised Admissions Manager to provide professional leadership within our Future Students Office, supporting the delivery of a fair, transparent, and responsive admissions service. The role plays a key part in shaping an outstanding applicant journey from first enquiry through to enrolment, ensuring an excellent customer experience and full compliance with statutory, legal, and contractual responsibilities across the admissions cycle.

The Admissions Manager also provides strategic oversight of student visa compliance, ensuring the University meets UKVI requirements and protects its sponsor licence. The role leads and supports specialist staff, embeds compliant admissions practices across the institution, and manages regulatory risk in support of the University's Student Protection Plan and international recruitment objectives.

Reporting to the Deputy Director of Future Students Office, you will lead and support admissions staff responsible for home and international undergraduate and postgraduate decision-making, working collaboratively with academic, marketing, and recruitment colleagues. You will drive continuous improvement across admissions processes, support the effective delivery of confirmation and clearing activity, and provide advice, guidance, and training on admissions policies and procedures, alongside contributing to outreach and recruitment activity with schools and colleges to promote Norwich University of the Arts globally.



Admissions Manager

Full-time

37 Hours per week for 52 weeks per year

Salary: From £38,784 to £46,049 per annum

Closing date for applications: 15th February 2026

Interview date: 3rd March 2026





Job Description

Admissions Manager

Reporting to: Deputy Director Future Students Office

Job Purpose

To manage the delivery of a fair, transparent and responsive admissions service, ensuring an outstanding customer experience, and that the University remains compliant with statutory, legal and contractual responsibilities related to the admissions cycle.

The postholder will provide professional leadership to the University community, working collaboratively with colleagues to deliver an effective and efficient service and providing advice, guidance and training on admissions processes and procedures as required, while contributing directly to the achievement of the University's student recruitment, widening participation and income targets.



Duties and Responsibilities

- To lead on the delivery of an excellent admissions service for undergraduate and postgraduate taught admissions, ensuring that systems, processes and procedures are fit for purpose, follow best practice, and can support the delivery of the University's strategic admissions targets, including conversion, and enrolment outcomes.
- To ensure that our admissions policies, procedures, and communications are fair, transparent and responsive to the needs of a diverse range of applicants, and their advisers, including parents, guardians or other professionals involved in their application, and that they actively support equality, diversity, inclusion and widening participation objectives.
- To manage, motivate and develop staff in the admissions team, ensuring that staff are fully trained and able to execute their duties effectively, and that all applications, decisions and communications are processed within agreed timeframes, using service-level agreements, performance dashboards and clear accountability frameworks.
- To work with staff across the University to ensure that the admissions service is seamless and offers an excellent applicant journey, working closely with Marketing, Recruitment, Academic colleagues and Student Services to optimise conversion from enquiry to enrolment.
- To act as the main contact with UCAS, ensuring that UCAS regulations are fully met, including taking responsibility for developing the University's embargo procedures, delivering relevant training and guidance materials as necessary, and advising senior colleagues on changes to national admissions policy or practice.
- To regularly review Admissions process manuals, internal policies, entry criteria and course fees on the University and UCAS webpages, to ensure information is up to date, accurate, clear, and compliant with Competition and Market Authority (CMA) regulations and aligned with student recruitment and market positioning objectives.
- To lead on specific University projects to support the University's recruitment and admissions activities, engaging with stakeholders and ensuring effective communication of outcomes, including digital transformation, CRM development and applicant communications enhancement
- To work with staff in IT Services and Evison Development to ensure that updates to online processes or the University Student Records System are fully tested user-focused and support automation, efficiency and data quality
- To manage, monitor and continuously improve the service through the development of performance indicators, engagement with stakeholders and student and applicant feedback, ensuring that the University follows best practice and sector guidance and takes action based on insight and benchmarking
- To use the available reporting tools for data analysis to ensure Admissions data is accurate, complete and suitable for strategic and statutory reporting
- To produce data, reports, data analysis and interpretation, as required, to support the University to make informed strategic and operational decisions, including forecasting, capacity planning and recruitment performance tracking
- To compile and submit the statutory Unistats return, ensuring it is accurate and up-to-date at all times, and aligned with internal records and regulatory requirements
- To maintain a full awareness of UKVI Student Visa regulations and any changes to them and ensure admissions and enrolment processes remain compliant at all times
- To oversee the issue of Confirmation of Acceptance for Studies (CAS) for international applicants, ensuring that the University remains compliant with the requirements of the UKVI, and that the Baseline Compliance metrics relating to admissions continue to be met, working closely with Registry and Student Services
- To oversee all aspects of compliance for students sponsored under the Student Route visa, ensuring that the University remains compliant with the requirements of the UKVI, and that the Baseline Compliance metrics relating to enrolment and retention continue to be met
- To collaborate on the delivery of University-wide activities, including Clearing, portfolio reviews and auditions, conversion activities, and Applicant and Open Days
- Support the work of the Future Students Office where the role is based as required, which includes the University's UK and international student recruitment and conversion activities, as well home and international admissions. This will require occasional and limited evening and weekend working for example to support University Open Days

Person Specification

Essential

- Educated to degree level or equivalent qualification/experience in a relevant area
- Experience of leading a busy, varied and customer-focussed service in the higher education sector, with an ability manage and prioritise own workload and that of others, particularly in a recruitment or admissions-driven environment
- Expert understanding of university home and international admissions and knowledge of the wider admissions context, including UCAS regulations and procedures
- Knowledge of the UKVI sponsor requirements relating to the student visas and the issue of Confirmation of Acceptance to Study (CAS)
- Experience of line management, and of motivating a team to deliver to agreed targets, including performance management and service improvement
- Ability to plan, organise, and prioritise own workload effectively in an environment with demanding deadlines
- Outstanding interpersonal and communication skills, including the ability to influence senior stakeholders
- Experience of using a records system/corporate database, ideally within a student records or CRM environment
- Excellent interpersonal skills and the ability to deliver a high-quality customer service, equal opportunities and to working with students from a diverse range of backgrounds
- Ability to make independent decisions within the confines of role responsibilities, but also have the flexibility to work as part of an administration team

Desirable

- Experience of using admissions or CRM systems such as Evision, SITS, Salesforce or similar
- Experience of leading process change, digital transformation or service redesign
- Experience of using admissions or recruitment data to drive decision-making and improve performance
- Knowledge of sector-wide admissions trends, market competition and applicant behaviour



Further Information

Equality, Diversity and Inclusion

It is important that our University community supports our policy on equality, diversity and inclusion and that each of us reflects this in the way that we work.

Health and Safety

We are all responsible for helping to make the University a safe and healthy place to work and study, ensuring that we are compliant with our Health and Safety Policy.

Policies and Procedures

We should keep up to date with the University's policies and processes which are usually available on our intranet, reflecting these in the way that we work.

Staff Development

Our performance and development activities include appraisal and development reviews, participation in learning and development, and a personal responsibility to maintain our own subject knowledge.

Confidentiality

We must maintain appropriate confidentiality in relation to our work and that of the University.

Variation to Job Description

We may vary your duties and responsibilities outlined in the job description to reflect the changing needs of the University.



General Information

Terms and Conditions of Appointment

On appointment, you will receive a full statement of terms and conditions for your role.

Duties

Your duties and responsibilities are outlined in the job description.

Starting Date

This post is offered on an indefinite basis to commence once you are available.

Hours of Work

The standard hours of work are not less than 37 hours per week.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 7, which is from £38,784 to £46,049.

Annual Leave

Your annual leave entitlement will be 26 days per annum on appointment, rising to 28 days per annum between 3 and 5 years of service, and 30 days per annum after 5 years of service by the commencement of the annual leave year, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed.

Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a “Career Average” salary basis to which the University currently contributes an additional 25.3%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

Interview Expenses

Reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University’s Candidate Interview Expenses Guidelines which are available on request.

Offers of Employment

All provisional offers of employment are subject to evidence of eligibility to work in the UK, verification of qualifications, satisfactory references and medical assessment process.

If you are unsure of your right to work in the UK you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas. Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants will be eligible for sponsorship under the Skilled Worker visa route.

Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.



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Amma Asante, Chancellor

Application and Recruitment Process

Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

The Job Description provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.

The Person Specification sets out the experience, skills, abilities and characteristics to perform the duties in the job description.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

Application Form

We ask that applicants complete the application form in full and as clearly as possible.

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

Equal Opportunities Monitoring

As part of our commitment to equality, diversity and inclusion, we monitor the diversity of our workforce and applicants to help us review the effectiveness of our policies and procedures.

To help us with this, we ask that you complete the Equal Opportunities Monitoring section of the application form.

Submission of Application Form

Please submit both your completed application form and EDI form to jobs@norwichuni.ac.uk quoting reference A1183.

Please note that we can only accept forms in either PDF or DOC format.

The closing date for this vacancy is: 15th February 2026.

We regret we are unable to accept late applications.

Interview Arrangements

Interviews will normally be held on campus.

We will be in touch to let you know if you are shortlisted for interview.

The date of the interview will be: 3rd March 2026.

Due to the high volume of applications we receive we are unable to provide you with feedback.

If you are shortlisted, we will ask you to provide us with evidence of your eligibility to work in the UK.



Adam Billings

We would like to take this opportunity to thank you for your interest in this position and wish you success with your application. If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing jobs@norwichuni.ac.uk



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