

Admissions Officer

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 to appoint an Admissions Officer to support our UK applicants throughout their journey from initial enquiry to enrolment.

The postholder will join the Admissions team, which is responsible for delivering an efficient, friendly, and applicant-focused admissions service, ensuring prospective students receive a high-quality experience at every stage of the admissions journey. The postholder will work closely with colleagues within the Future Students Office, which is comprised of the Universities' International and Home Recruitment teams, as well as the Admissions team.

We are looking for a professional, flexible, and self-motivated individual who is highly organised, with excellent attention to detail and the ability to manage multiple priorities while working to tight deadlines. The postholder will primarily focus on responding to applicant enquiries, coordinating key admissions events such as portfolio reviews and auditions, and processing applications and offers in a timely manner.

Excellent interpersonal and communication skills, together with a sensitivity to the needs of different people are essential. The postholder should be confident working on their own initiative while also demonstrating a collaborative approach to working with colleagues across academic and professional services teams.



Admissions Officer

37 hours per week for 52 weeks per year
Full-time

Salary: £33,002 to £37,694 per annum

Closing date for applications: Thursday 30th
July 2026

Interview date: Tuesday 18th August 2026





Job Description

Admissions Officer

Reporting to: Admissions Manager

Job Purpose

To work directly with the Admissions Manager to deliver a high-quality, customer-focused admissions service for UK applicants, supporting the University's recruitment objectives by managing the assessment and processing of applications and providing expert guidance on admissions policies and procedures.

The role ensures that applicants are supported throughout the admissions journey from enquiry through to application, offer, confirmation and enrolment, while maintaining compliance with institutional policies and sector regulations.



Duties and Responsibilities

- Provide a professional, customer-focused advisory service to prospective students, applicants and internal stakeholders, offering guidance on admissions requirements, application processes and institutional procedures.
- Manage and progress undergraduate and postgraduate applications from UK applicants, ensuring timely and accurate assessment in accordance with University admissions policies and agreed service standards.
- Ensure applications are tracked and progressed efficiently through the admissions cycle, maintaining accurate records within the University's student records systems.
- Develop and maintain a detailed understanding of the University's admissions systems and platforms, including SITS, Evision and the UCAS system.
- Liaise with academic departments, Registry Services and other internal teams to facilitate the assessment of applications and ensure timely admissions decisions.
- Maintain and monitor the quality and accuracy of admissions data, including course information, offer conditions and applicant records.
- Review and maintain admissions-related content across relevant systems and applicant portals to ensure information for applicants is accurate and up to date.
- Support key admissions cycle activities including Confirmation and Clearing and portfolio reviews and auditions assisting with planning, reporting and operational delivery during peak recruitment periods.
- Contribute to the review and continuous improvement of admissions processes, policies and operational procedures in collaboration with the Admissions Manager.
- Undertake analysis of application trends and operational data to support admissions planning and service improvement.
- Assist with institutional enrolment processes and related student onboarding activities.
- Maintain professional knowledge of admissions policy and sector developments through engagement with relevant training and professional networks.
- 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 relevant professional experience.
- Experience of working in a higher education or further education admissions, recruitment or student administration environment.
- Experience of delivering a high-quality customer-focused service to a diverse range of stakeholders.
- Experience of working with databases or student records systems to manage applicant information and admissions processes.
- Excellent organisational skills with the ability to manage competing priorities and meet deadlines in a high-volume operational environment.
- Proven ability to maintain accuracy and attention to detail when processing applications and maintaining records.

- Excellent written and verbal communication skills with the ability to communicate clearly with applicants, colleagues and external partners.
- Ability to interpret and apply policies and procedures to ensure consistent and compliant admissions decision-making.
- Strong IT skills including proficiency in Microsoft Office and database systems.
- Ability to work both independently and collaboratively within a team environment.

Desirable

- Experience of working with the Tribal SITS student records system.
- Knowledge of the UCAS application system.
- Knowledge of UK qualifications and the higher education admissions cycle.



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 37 hours per week.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 6, which is from £33,002 to £37,694 per annum.

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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OF THE ARTS

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 A1192.

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

The closing date for this vacancy is: Thursday 30th July 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.

Interviews will be held on Tuesday 18th August 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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