

RADA: JOB DESCRIPTION

Role	Admissions and Student Records Manager
Department	Student and Academic Services
Reports to:	Registrar
Reports	Admissions and Student Data Coordinator
Working Hours	37.5 hours per week (1.0 full-time equivalent) May include some evening and Saturday working
Salary	£40,000 - £45,000

Prime Function of Role

The Admissions and Student Records Manager is responsible for the delivery of an efficient and compliant admissions and student data service, across all HE programmes and the Foundation Course in Acting.

The role is responsible for ensuring accuracy and governance of student data across all systems, supporting processes from application to enrolment and producing high quality data insights to support institutional planning and decision-making.

The postholder will also manage key returns such as HESA and HESES, ensuring adherence to regulatory requirements.

Core Responsibilities

Admissions

- Oversee the admissions cycle from enquiry to enrolment
- Work closely with the Admissions and Student Data Coordinator to deliver efficient admissions processes (managing self-tapes, workshop/interview days, monitoring outcomes)
- Be the first point of contact for any admissions appeals and complaints
- Monitor application volumes, conversion rates and applicant experience
- Act as the primary point of contact for Course Leads and Admissions Panelists
- Develop and manage panel recruitment processes, and training plan, in liaison with Course Leads
- Manage student offers, registration and enrolment for all courses
- Monitor the admissions budget and panel invoicing/reconciliation processes
- Support widening participation initiatives including schemes such as RADA Connect
- Support workshop/interview days and the delivery of Open Days, as required

Data Management

- Maintain accurate and up-to-date student records across all systems, ensuring data integrity and consistency
- Manage the current admissions database (Embark), ensuring it is current, relevant and accessible
- Lead student data audits and resolve discrepancies in student information

- Produce regular reports for Committees and SLT on admissions trends, enrolment, and student demographics
- Manage statutory returns including HESA and HESES

Student Administration

- Oversee Student Loans Company (SLC) processes including course management, attendance monitoring, and change of circumstances (SLC, SAAS, SUSI)
- Manage UKVI student administration and records (Level 1 user responsibilities)
- Support international student loan processes (e.g. Federal Loans, Sallie Mae)
- Manage RADA's Scholarship and Hardship Funding Processes
- Support student engagement activity (e.g. pre-induction webinar series)
- Provide pastoral support to students where necessary

Policy, Compliance and Quality Assurance

- Ensure compliance with institutional policies and regulatory requirements, including CMA guidance
- Review and update annually, the Admissions suite of Policies (Admissions Policy, Fees Policy, Contextual Admissions, Terms and Conditions) and associated procedures
- Participate in Contextual Admissions meetings and support widening participation activity
- Maintain GDPR compliant records management
- Support Freedom of Information (FOI) requests

Meeting administration

- Chair Admissions Committee (annual)
- Chair Admissions Panel meetings (annual)
- Member of GuildHE Admissions Network
- Attend Student Experience Forum and Student Town Hall
- Participate in relevant committees and meetings

General

- To contribute to the overall work of the Student & Academic Services department, working closely with colleagues to ensure a seamless service
- Promote Equality, Diversity and Inclusion at all times, and ensure they are at the forefront of your thinking when undertaking your responsibilities
- Comply with GDPR regulations regarding protecting personal data
- Contribute to the development and culture of RADA, attend RADA training and staff events as and when required (including but not limited to annual staff conference and termly town hall meetings)
- Ensure you comply with RADAs Regulations and Policies, particularly in relation to the Code of Conduct, Health and Safety and Safeguarding
- Engage in your own professional development, including networking groups and relevant developments in the Higher Education sector
- To undertake any other duties, as required, commensurate with the level of the post

Person Specification

	Essential	Desirable
Qualifications	An undergraduate degree or equivalent experience	An undergraduate degree in a relevant discipline (arts or humanities).
Knowledge	- Understanding of relevant regulatory frameworks including CMA, UKVI, GDPR and Student Loan administration - Experience with database use and/or student records systems - Proficient in Microsoft Office applications (Excel, Word, Teams)	- Experience with HE Admissions systems/processes - Experience of statutory returns, specifically HESA Student Return and HESES - Knowledge of drama or theatre through study, work or voluntary experience
Experience	- Experience in Admissions, Student Administration or Registry services - Data handling and experience of maintaining data accuracy across multiple systems - Experience of managing or supervising staff, projects or operational processes	- Working in or managing admissions or student experience in a conservatoire environment. - Data analysis
Competencies	- Project management skills - The ability to translate regulatory policy into practice - Excellent communication and interpersonal skills. - The ability to communicate effectively with staff, students and members of the public. - Excellent organisational and time management skills.	Strong analytical skills
Personal attributes	- Willing and able to manage a demanding workload at busy times - Proactive problem solving - Ability to work independently with minimal supervision. - Calm, unflappable demeanour - Discretion, diplomacy and tact. - Excellent attention to detail - Adaptable and flexible.	

Last updated: August 2026