

## Admissions Officer

### Position Description

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<b>POSITION TITLE:</b>	Admissions Officer
<b>POSITION STATUS:</b>	Permanent following successful probation
<b>RESPONDS TO:</b>	Director of Marketing and Recruitment; Admissions and Compliance Manager

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<b>Division:</b>	Lancaster University Leipzig
<b>Reports to:</b>	Admissions and Compliance Manager

<b>Location:</b>	Leipzig, Germany
<b>Salary:</b>	Competitive

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The Lancaster University Leipzig campus offers a range of Lancaster University (LU) degree programmes, with the university committed to providing the same academic quality and fully rounded student experience as in the UK. In January 2020, the campus opened with a Lancaster University accredited foundation programme delivered by Navitas Germany GmbH – part of Navitas Group - an Australian owned public listed company. Navitas is an industry leader in providing managed campus services, as well as pre-university and university pathway programmes for domestic and international students in Asia, North America, Africa, Australia, Continental Europe and the United Kingdom.

Navitas Colleges are modern and dynamic educational institutions committed to providing quality educational programmes and excellent student support in an environment that encourages students to achieve the best possible results in their studies. In Autumn 2020, four Lancaster University accredited Bachelor of Science programmes were included in the portfolio of programmes, and the growth plan holds the introduction of post-graduate programmes.

The Admissions Officer plays a key role in supporting students through the admissions process (from application to enrolment stage). This role would suit an individual with extraordinary attention to detail and the ability to remain composed and organised in a fast-paced environment.

### **Admissions Officer's Responsibilities:**

- Assess study applications at Lancaster University Leipzig in line with Lancaster University's admission policy.
- Issue study offers to prospective students, and/or refer and manage borderline cases to the Lancaster University within the agreed time frame.
- Conduct student interviews where required.
- Handle on the ground complex student and agent enquiries.
- Contribute, as necessary, to solving issues raised by agents, students, parents or other stakeholders throughout the admission process.
- Collect any documentation in support of admission and assess the applications for completeness.
- Together with Admissions and Compliance Manager monitor changes to visa regulations in Germany and provide advice to the recruitment, and marketing teams in this field.
- The Admissions Officer will communicate effectively and professionally with internal and external stakeholders in a cross-functional environment.

### **Student Records**

- Maintain student records across systems such as Study Link, Navigate & Sales Force, to ensure that the information held is accurate and complete at all times.

### **Other**

- Maintain confidentiality at all times regarding Lancaster University Leipzig internal processes and student files.
- Support recruitment and student conversion activities where required.
- Support any tasks relating to the campus – as part of a growing team of colleagues.

### **Your Profile:**

Interested applicants will be able to demonstrate:

#### *Essential*

- Tertiary Level education or possessing related sector qualifications/training
- Good understanding of Higher Education processes

- Strong verbal and written English language communication skills
- Excellent knowledge and understanding of front-line customer relationship management
- Proven ability to organise own workload and to cope with a variety of task demands
- Flexible attitude to work, including a willingness to work weekends and evenings to support student and administrative activities
- Computer literacy skills in Microsoft Office suite and/or the ability of fast learning to master different admission tools and systems
- Experience in working with CRM systems
- File management and administrative skills
- Strong attention to detail – particularly with regard to understanding policies and procedures
- Proficiency in Microsoft Excel, particularly data filtering, pivot table and mail merging functions
- Possess a “can do” mentality

*Desirable*

- Degree level study
- Strong verbal and written German language communication skills
- Experience of working in an international admissions education setting
- Front-line customer relationship management to multicultural clientele

Navitas is a safeguarding employer, and the successful applicant may be required to undergo a German criminal record check (*Erweitertes Führungszeugnis*).

Please apply now if you are suitable for our Admissions Officer position and could be a great member of our team.

**Application Procedure:**

The application package should consist of a cover letter, curriculum vitae, and two contacts (including positions) for recommendation letters.

Please merge all documents into one PDF file, indicating your name and submit by e-mail to: [recruitment@lancasterleipzig.de](mailto:recruitment@lancasterleipzig.de)

Application deadline – May 1<sup>st</sup>, 2026