

## **What are the roles and responsibilities in Application Stage?**

Structured with multiple layers of oversight and execution to ensure efficient handling of student applications. Each role contributes uniquely to the application lifecycle, from document collection to final enrollment.

### **Role and Responsibility Table:**

#### **Admission Team Manager**

- Provides strategic leadership across the Admission Team.
- Oversees project execution and cross-functional initiatives.
- Leads training and development initiatives.
- Makes final decisions on escalated or critical cases.
- Aligns team performance with organizational goals.

#### **Admission Team Leader**

- Manages overall team operations and workflows.
- Supports execution of admission processes.
- Ensures timely and quality task completion.
- Escalates unresolved issues to the Manager.
- Acts as a bridge between operational staff and upper management.

#### **Assistant Team Leader**

- Monitors daily operations and project timelines.
- Oversees task distribution and follow-up.
- Assists Team Leader with workflow coordination.
- Ensures adherence to process documentation and policies.
- Takes charge in the absence of the Team Leader.

#### **Team Supervisor (1 per team: GTE, Application, Communication, CoE)**

- Supervises the work and performance of Team members.
- Conducts document reviews and quality checks.
- Offers real-time support to team staff.
- Identifies process gaps and reports to leadership.
- Ensures compliance with internal SOPs.

#### **Senior Admission Officer**

- Handles high-priority or complex student applications.
- Provides mentorship to Admission Officers.

- Maintains contact with providers for escalated queries.
- Verifies document accuracy and completeness.
- Reports on recurring issues or trends.

### **Admission Officer**

- Processes applications through all stages (GTE, Application, Communication, CoE).
- Coordinates with students and counsellors.
- Uploads and checks required documents.
- Updates CRM real status and follows up on incomplete steps.
- Maintains strict timeline adherence.

### **Counsellor**

- Acts as the main point of contact for the student in the early stages.
- Responds to CRM tasks raised by Any four Admission Team for additional documents or clarifications.