

## Job Description

Role Title: Admissions/LSF Officer	Pay Grade: Grade 6 £23,888 - £26,111
Normal Place of Work: SBSA	Line Manager: Admissions/Learner Support Manager
Normal Working Hours: 37	Responsible For: N/A

### Purpose of Role

- To provide accurate and timely Information, Advice and Guidance to enquiries, whether in person, by telephone or electronically, ensuring that learners are provided with appropriate information to access appropriate learning opportunities.
- To process applications from students in a timely and efficient manner
- Arrange CIM's/Induction events for students applying for courses and ensure a smooth process from application to enrolment
- Administer, assess and process applications from students for the Learner Support Fund

### Principal Accountabilities

1. Effectively maintain high levels of quality customer service at all times.
2. Process applications for all courses, with a key focus on a specific cohort as agreed with the Manager. Ensuring that all applications are dealt with in a timely way and are communicated with throughout the process to support application to conversion.
3. To administer, assess and process Learner Support Fund applications, ensuring that students get the right support needed and the process and procedure is followed and meets audit requirements.
4. Deliver advice and guidance through a range of communication tools: telephones, bespoke enquiry systems, email and face to face.
5. Attend key external and internal events through the course of the year as required including attending school events and interviewing prospective students in school alongside the School Liaison Officer.
6. Provide a welcoming, and productive service that is attractive and supportive for students and creates a positive learning environment.
7. Liaise with internal College staff to ensure that interviews are arranged to meet the needs to students and staff and are conducted in a positive manner. To assist with interviews, meet and greet and recording of attendance which in most cases will be in schools or evenings.
8. Work with the Marketing and Admissions/Learner Support Team as needed on providing support to students and supporting new students into the College to ensure a smooth transition.
9. Attend student recruitment events such as events in schools and the local community.
10. Participate in regular team meetings
11. Be responsible for proactive addressing of health and safety issues within the service. In particular to ensure that, where appropriate, risk assessments and inspections are carried out/reviewed and that, if required, safe systems of work are put in place.
12. Meet personal performance targets
13. Work collaboratively and effectively with the relevant staff to ensure that all cross-College processes and procedures including financial procedures are consistently applied, and carried out in a timely manner
14. Attend training events which relate to your role.

15. Embed Equality and Diversity practices and principles, promoting and celebrating diversity, and tackling inequalities where they arise.
16. Ensure you are trained and fully compliant with Safeguarding procedures, and that you attend updating training, as well as refer issues appropriately.
17. Actively promote the College both internally and externally.
18. Undertake such other duties as may reasonably be required of you commensurate with your general level of responsibility at your place of work or at any of the College’s centres.

## Key Relationships

Team working is a key part of working in a college. These are the key teams and individuals you will work with in this role.

Manager	Tracey Hemmings
Team Leader LSF/Admissions	Kerrylee Simmons
Team Members	Jess Brain, Carol Rowe, Carmel Gibbs, Florence Webber-Dunwoody Charlie Birlson and Isabelle West

## There are some other things that we are all responsible for, whatever your role. These are;

- Being a champion and advocate for Equality and Diversity throughout College and behaving in a manner that displays British Values.
- To embed safeguarding into your / your teams working practices and escalating any safeguarding concerns immediately in line with the College’s safeguarding policy. All new employees to the College are required to complete and obtain an enhanced DBS disclosure. Further information will be sent to all prospective colleagues as part of the application process.
- Embedding Health and Safety best practices and ensuring a safe working environment for everyone, according to the Health and Safety at Work Act.
- Modelling and promoting high expectations in and around the College
- To actively participate in your appraisal, contributing to a culture of self-reflection, wellbeing and professional growth
- To represent and promote the College internally and externally and act as an ambassador
- Promote the College’s student first ethos by supporting at College open events to provide a quality experience for perspective students
- To engage in implementing changes and promoting innovation as this is actively encouraged
- To undertake other reasonable duties commensurate with the level of your post.

## Person Specification

Shortlisting is completed by hiring managers against the Person Specification criteria. Please ensure you demonstrate in your application how you meet the Person Specification criteria outlined below to ensure your application has the best chance of success at shortlisting stage.

	Essential	Desirable
<b>Qualifications</b>		
GCSE at levels A – C including Maths and English or Equivalent	✓	
Information, Advice and Guidance (IAG) qualifications at Level 3 or willingness to work towards it		✓
ECDL or equivalent, evidencing a level of general competence in the full range of generic office packages		✓
<b>Knowledge and Experience</b>		
Experience and success in delivering customer focused services	✓	
Experience of and competence in using a range of IT systems and software on a day-to-day basis	✓	
Experience of prioritising tasks to respond to a range of competing tasks	✓	
Experience of dealing with customers on the phone and via email	✓	
Previous experience of using a range of Microsoft office packages, databases and email	✓	
Familiarity with Learner Support Fund assessments and processes		✓
Experience of delivering Information and Advice to enquirers		✓
Experience of liaising with teaching staff to deliver the services of the Student Services		✓
Evidence of continuous professional development	✓	
Knowledge of the College's course offer and how to deliver Information, Advice and Guidance	✓	
Knowledge of recording and tracking systems	✓	
An awareness of the actual and potential use of the College's website for Information, Advice & Guidance		✓
Knowledge of the Gatsby benchmarks		✓
<b>Skills and Abilities</b>		
Excellent written and verbal communication skills	✓	
Ability to engage positively with staff and learners at all levels	✓	
Strong team worker	✓	
An ability to deliver excellent customer service	✓	
A flexible approach and ability to prioritise	✓	
Focussed and accurate when processing customer information	✓	
A creative, innovative and proactive approach to service delivery	✓	
An ability to learn new systems and software quickly and follow procedures	✓	
Willingness to work additional hours when required to meet demands of job, and on some evenings per week in term-time as necessary. Will need to be available on standby for occasional Saturdays	✓	

Willingness to work at any of the College sites to meet the service needs.	✓	
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