

## Role Description

<b>Role Title:</b> Admissions/ LSF Officer	<b>Pay Grade:</b> Scale 6
<b>Normal Place of Work:</b> SBSA	<b>Line Manager:</b> Admissions/Learner Support Manager
<b>Normal Working Hours:</b> 37 hours	<b>Responsible for:</b> N/A

### ROLE PURPOSE

1. 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.
2. To processes applications from students in a timely and efficient manner
3. **Arrange CIM's/Induction events for students applying for courses** and ensure a smooth process from application to enrolment
4. 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

All posts within the College require a high degree of team working. In particular, the postholder will need to develop and maintain key relationships, including:

Admissions/Learner Support Manager and Enrolment/Reception Services Manager
Current and prospective learners and other customers of the college.
Extended college staff including HoDs, MIS and other support staff.
Director of Marketing and Sales and the Marketing Team
Careers and Employability Co-Ordinator

## Generic Responsibilities

- To represent and promote the College brand values internally and externally; acting as an ambassador for business development on behalf of the College
- Promote the College's student first ethos
- To actively promote and act, at all times, in accordance with College policies, including, but not limited to: Health and Safety, Equal Opportunities, Prevent and Safeguarding, the Staff Code of Conduct and the College's Financial Regulations
- To actively promote and adhere to agreed College values
- To engage in implementing changes, promoting innovation
- To participate in the College Annual Appraisal Process, contributing to a culture of self-reflection on practice and continuous professional development
- To facilitate the achievement of the College's quality objectives including those from external bodies
- To undertake other reasonable duties commensurate with the level of post

## Values

To role model the College values of: Inclusivity, honesty, respect and ambition

## Behaviours

To role model and consistently exhibit: student focus; high expectations and aspirations for all; focused on progression and employment; pride in what we do and our place in the city; collaborative and continually improving.

## Person Specification

	Essential	Desirable	How assessed*
<b>QUALIFICATIONS</b>			
GCSE at levels A – C including Maths and English or Equivalent	✓		AF/Cert
Information, Advice and Guidance (IAG) qualifications at Level 3 or willingness to work towards it		✓	AF/Cert
ECDL or equivalent, evidencing a level of general competence in the full range of generic office packages		✓	AF/Cert
<b>KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)</b>			
Experience and success in delivering customer focused services	✓		AF/IV
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	✓		AF/IV
Experience of dealing with customers on the phone and via email	✓		AF/IV
Previous experience of using a range of Microsoft office packages, databases and email	✓		AF/IV
Familiarity with Learner Support Fund assessments and processes		✓	AF/IV
Experience of delivering Information and Advice to enquirers		✓	AF/IV
Experience of liaising with teaching staff to deliver the services of the Student Services		✓	AF/IV
Evidence of continuous professional development	✓		AF/IV
Knowledge of the College's course offer and how to deliver Information, Advice and Guidance	✓		AF/IV
Knowledge of recording and tracking systems	✓		AF/IV
An awareness of the actual and potential use of the College's website for Information, Advice & Guidance		✓	AF/IV
Knowledge of the Gatsby benchmarks		✓	AF/IV
<b>SKILLS AND ABILITIES</b>			
Excellent written and verbal communication skills	✓		AF/IV
Ability to engage positively with staff and learners at all levels	✓		AF/IV
Strong team worker	✓		AF/IV
An ability to deliver excellent customer service	✓		AF/IV
A flexible approach and ability to prioritise	✓		AF/IV
Focussed and accurate when processing customer information	✓		AF/IV
A creative, innovative and proactive approach to service delivery	✓		AF/IV
An ability to learn new systems and software quickly and follow procedures	✓		AF/IV
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	✓		AF/IV
Willingness to work at any of the College sites to meet the service needs.	✓		AF/IV

**\*Assessment method:**

AF = Assessed via application form

AT = Assessed via test/work-related task

IV =

Cert =

Assessed via interview

Certificate checked at interview