

Job Description

Role Title: Head of Student Services	Pay Grade: Grade MS3 £44,464.00 - £50,048.00
Normal Place of Work: Main base at College Green or SBSA but cross college sites as required.	Line Manager: Director of Marketing, Admission & Business Development
Normal Working Hours: 37	Responsible For: Admissions & LSF Manager, Reception Frontline Team Leaders and Contact Centre Team Leader.

Purpose of Role

Lead the Admissions Teams and Reception Services Team on all college sites directly line managing Admissions & LSF Manager and the Reception Frontline Team Leaders.

Lead the college Contact Centre maintaining excellent standard of customer service and communication as well as generating and reporting LMI.

Oversee all functions and the delivery of high-quality services, including the entirety of the admissions and enrolment processes ensuring best practices are followed consistently.

Oversee and enhance the entire admissions process while ensuring exceptional service delivery to prospective and current students, fostering a smooth and efficient onboarding experience.

Oversee the day to day running of receptions on all college sites and all reception service activities maintaining an excellent standard of customer service.

Ensure that customer service standards are consistently high, addressing inquiries and concerns promptly, and maintaining positive relationships with students, parents, and external stakeholders.

Principal Accountabilities

Admissions Strategy, Planning and Delivery: Develop and implement a comprehensive admissions strategy in alignment with the colleges mission, vision and strategy.

Customer Service Excellence: Establish and maintain high standards of customer service for all stakeholders, ensuring that prospective and current students, as well as their parents, carers and guardians, receive timely, accurate, and supportive assistance throughout the admissions process.

Team Leadership and Development: Lead, manage, and mentor the admissions and reception service and contact teams, fostering a culture of excellence, collaboration, and continuous improvement.

Process Optimisation: Streamline admissions processes, including application review, and decision-making, to ensure efficiency, accuracy, and a positive applicant experience.

Regulatory Compliance: Ensure that all admissions processes comply with relevant regulations, policies, and accreditation standards, maintaining the integrity of the institution's enrolment practices.

Data Management and Reporting: Oversee the collection and analysis of admissions data to monitor performance, identify trends, and inform decision-making, providing regular reports to Director.

Stakeholder Communication: Serve as the primary point of contact for internal and external stakeholders, ensuring clear and effective communication across all touchpoints.

Continuous Improvement: Identify and implement opportunities for enhancing the admissions and customer service experience, incorporating feedback from students and staff and stakeholders to refine processes and services.

Marketing and Business Development Collaboration: Work closely with the Marketing and Business Development teams to ensure alignment between admissions efforts, broader recruitment campaigns and business generation.

Budget Management: Manage the department’s budget, ensuring the efficient allocation of resources to meet operational goals while maintaining cost-effectiveness. Monitor expenditures, forecast financial needs, and provide regular budget reports to Director.

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.

Strategic Leadership Team	Work closely with the Strategic Leadership Team (SLT) to align admissions and customer service operations with the institution's long-term goals and strategic objectives.
Directorate Heads of Department	Collaborate with the wider directorate to provide insights on enrolment trends, student demographics, and market conditions, contributing to data-driven decisions that impact institutional growth and development.
Wider College Heads of Department	Collaborate closely with the wider College Heads of Department to ensure a cohesive and integrated approach to student recruitment, enrolment, and overall service delivery.
Community Campus Leads	Work with Community Campus Leads gain insights into the specific demographics, opportunities, and challenges facing each campus and ensuring that each campus is well-represented by reception teams. This partnership is key to fostering strong community relationships and enhancing student satisfaction across all campuses.
Estates & Facilities	Collaborate with site facilities and security teams to ensure a smooth and welcoming experience for prospective students, other visitors and stakeholders. This partnership is essential for maintaining the safety, accessibility, and comfort of campus environments during admissions-related activities and day to day reception

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.

Job Description and Person Specification

- 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
Qualifications		
GCSE at levels A - C (4-9) including Maths and English or equivalent	✓	
Level 3 or above Qualification in Customers Service or Similar	✓	
A recognised educational / management qualification or other professional qualification relevant to the role.	✓	
A qualification in ICT or equivalent	✓	
Knowledge and Experience		
Leadership and management experience gained at a middle management level in a student facing or customer service role	✓	
A thorough understanding of the funding of Learner Support Fund and Free College Meals, including data collection and audit compliance		✓
Experience of having led support areas in a college or other education organisation	✓	
Experience of innovation in the delivery of student and admissions services		✓
Ability to demonstrate strong organisational and administration skills.	✓	
Skills and Abilities		
Be able to demonstrate strong leadership and management skills	✓	
Good analytical skills	✓	
Excellent verbal and written communication skills including presentations	✓	
Strong IT skills, familiar with Microsoft Office applications.	✓	
Highly organised and able to prioritise and meet deadlines in a busy working environment with possible conflicting priorities.	✓	
Experience using a student record system		✓
Excellent interpersonal skills and ability to manage teams servicing students' needs	✓	
Flexibility - A standard 37 hours a week is in operation but at times during the year this may need to be exceeded, time off later will be allowed.	✓	