

Role Description

Role Title: Admissions, LSF and Reception Services Team Leader (SBSA)	Pay Grade: Grade 8 (Scale Point 28)
Normal Place of Work: SBSA	Line Manager: Student Services Manager – Tracey Hemmings
Normal Working Hours: 37 hours per week – MAT Cover	Responsible For: Admissions, Learner Support Fund Teams

ROLE PURPOSE

- To manage and ensure the effective delivery and functioning of the Admissions, Reception and Learner Support Fund Teams and ensure high levels of student and customer care through the clear and effective provision of services.
- To oversee the team's day to day, use of the college wide systems that capture, record and disseminate timely and accurate learner related data.
- To work alongside the Student Services Manager to manage all records held, including but not exclusive to applications, enrolments and learner support fund student detail with responsibility for the validation of data for any internal or external audit.
- To be up to date on the crucial changes in government guidance, legislation and funding rules to disseminate to teams.
- Provide reports and summary information on the applications and stages up to enrolment compared to set target.

PRINCIPAL ACCOUNTABILITIES

- To effectively and efficiently line manage the Admissions, Reception and Learner Support Funds Teams at SBSA and provide timely service to all aspects of this work
- Provide team leader support to colleagues and be the first point of call for help and queries, and provide further training and support where needed.
- Effectively maintain high levels of quality customer service at all times.
- Oversee the processing of applications by team members, ensuring that good practise is shared and ensuring that all applications are dealt with in a timely way and are communicated with throughout the process to support application conversion.
- 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.
- Provide a welcoming, and productive service that is attractive and supportive for students and creates a positive environment.
- Liaise with internal curriculum staff to ensure that interviews are arranged to meet the needs to students and staff and are conducted in a positive manner.
- To oversee the processing applications from students in a timely and efficient manner
- To administer, assess and process applications from students for the Learner Support Fund

- To provide professional guidance and leadership to the team in order to support high quality student experience and support meeting student recruitment targets
- To effectively deploy reception staff and to ensure the maintenance of high-quality customer service and standards
- 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
- To support the management the College centralised admissions process, and to monitor and report on applications, interviews, and offers, in line with agreed timescales and targets
- To support the management of the administration of the College bursary funds and ensure the bursary policy and audit requirements are adhered to and students are supported in a timely manner
- Deputise for the Student Services Manager if required.
- Participate in and hold regular team meetings
- 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.
- Meet personal performance targets
- Attend training events which relate to your role
- Embed Equality and Diversity practices and principles, promoting and celebrating diversity, and tackling inequalities where they arise
- Contribution and attendance at college wide events, i.e. open days
- Undertake such other duties as may reasonably be required of you commensurate with your general level of responsibility at your initial place of work or at another of the College's sites

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:

• Enrolment and Reception Services Managers
• Director of Marketing, Sales and Student Services
• Heads Of Curriculum
• Marketing Department
• Facilities BFM Colleagues

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, ensuring that the student experience is uppermost in policy and decision making
- 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: integrity, respect, ambition and pride

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*
QUALIFICATIONS			
Qualification in customer service	✓		AF/Cert
Degree in relevant area		✓	AF/Cert
GCSE at levels A – C including Maths and English or Equivalent	✓		AF/Cert
ECDL or equivalent, evidencing a level of general competence in the full range of generic office packages		✓	AF/Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Knowledge of FE setting	✓		AF/IV
Experience of being a team leader/supervisor		✓	AF/IV
Experience of work in an educational setting	✓		AF/IV
Experience of using a wide range of IT systems	✓		AF/IV
Experience of customer service role	✓		AF/IV
Experience of networking	✓		AF/IV
Experience of large scale enrolment processes	✓		AF/IV
Knowledge of student recruitment / admissions	✓		AF/IV
Familiarity with Learner Support Fund assessments and processes		✓	AF/IV
SKILLS AND ABILITIES			
Strong customer service skills	✓		AF/IV
Ability to engage positively with staff and learners at all levels	✓		
Ability to manage a team	✓		AF/IV
Excellent written and verbal communication skills	✓		
Ability to work effectively with a wide range of other college departments	✓		AF/IV
Effective use of IT systems	✓		AF/IV
Strong team Player	✓		AF/IV
A flexible approach and ability to prioritise	✓		AF/IV
Focussed and accurate when processing information & Data	✓		AF/IV
A creative, innovative and proactive approach to service delivery	✓		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 = Assessed via interview

Cert = Certificate checked at interview

Date **October 2023**