



JOB DESCRIPTION

POST:	ADMISSIONS ADMINISTRATOR
WORKING HOURS:	37 hours per week for 52 weeks per year. Hours worked between 08.30am and 17.30 (to include some evening and Saturday work where required)
GRADE:	Support Scale 4, Point 18 - 21
SALARY:	£18,905 - £21,060 per annum
DATE:	as soon as possible
PURPOSE OF THE POST:	To provide a range of efficient and effective administrative support services for the Admissions and Progression Department
RESPONSIBLE TO:	MI & Data Team Leader

The post holder will, for a range of adult/sixth form full and part time courses:

General Administration

1. Assist with the co-ordination of the student admissions journey
2. Respond to and track online, phone and personal enquires and applications, ensuring these are dealt with effectively and in a timely manner, in line with college timescales.
3. Provide reports and data from internal systems as required
4. Provide procedural advice to potential student applicants to the college by providing information by telephone or in person to prospective students and/or their parents (e.g. on courses, polices, term dates, entry qualifications)
5. Maintain an online booking system for student applications.
6. Co-ordination and organisation of sixth form and adult learner enrolment procedures including collection of fees, raising invoices and processing refunds in line with College finance regulations.
7. Work within IT systems or paper based systems as appropriate
8. Arrange interviews and auditions (by online system, email, letter and/or telephone) for applicants and maintain an appointment schedule.
9. Work with the Schools Liaison team to provide appropriate interview slots and assist with travel arrangements
10. Organise materials for Schools Liaison teams to use at events, liaising with Marketing team as necessary
11. Liaise with external organisations, students, parents and bodies relevant to the specific responsibilities of the Admissions and Progression Manager and Schools Liaison Team
12. Liaise with the admissions, enrolment and MI teams as necessary e.g. regarding offer letters, course changes and student withdrawals
13. Assimilate information on students with learning differences and individual needs and liaise with relevant staff
14. Liaise with Heads of Curriculum/teaching staff regarding course organisation and requirements

15. Monitor Student Loan Portal for Adults and liaison with Access co-ordinator
16. Administrate and assist as required at College events; including Progression Day(s), HE Fair and enrolment
17. Organise meetings on behalf of the Admissions and Progressions Manager and visits to the College by external partners
18. Adhere to established College Key Performance Indicators
19. Collate statistical information and complete statistical returns for internal and external purposes.
20. Assist with the issue and compilation of customer feedback
21. Order and maintain stationery for the Schools Liaison and Admissions team
22. Any other such duties, commensurate with the grade and post, which may be reasonably allocated

The Post holder will:

- Give a high profile to equality of opportunity in all areas of activity, including compliance with the Equal Opportunities policy.
- Ensure compliance with the Disability Statement, including the need to notify Personnel of any changes in circumstances.
- Participate in the agreed scheme for staff development, training and appraisal and be committed to continuous personal and professional development.
- Carry out all duties with due regard to Health and Safety Regulations.
- Ensure compliance with the Financial Regulations of the College
- Ensure compliance with the College Computer & Telecommunication Systems regulations, policies and procedures.
- Notify Personnel of any changes in personal details, e.g. a change of name or address, car registration number, telephone number, next of kin/emergency contact details, etc.

This job description is current at the date shown but in consultation with the post holder it is liable to variation to reflect or anticipate changes related to the job.

Signature of post holder: _____ Date _____

PERSON SPECIFICATION

JOB TITLE: Admissions Administrator

POST NO:

	ESSENTIAL	DESIRABLE
EDUCATIONAL QUALIFICATIONS/ ATTAINMENTS	5 x GCSE at Grade C or above to include English and Maths (or equivalent). OR IT/Business Admin qualifications to at least level 2 or equivalent, plus GCSE Grade C or above in English and Maths (or equivalent)	General qualification at 'A' Level or NVQ 3 or equivalent. ECDL NVQ in Customer Service and Admin or willing to undertake these on appointment. First Aid Certificate IAG Qualification
EXPERIENCE REQUIRED	A minimum of 2 years' experience in an office administration role to include the following: Experience of dealing with the public Telephone communications and call transfer. Maintaining financial records Keeping statistical records. Cash handling and control. Providing information and advice to customers.	Previous working experience in an education or training environment. Previous experience of providing, filtering and querying data reports from an established database Knowledge of student data systems such as EBS.
SPECIAL KNOWLEDGE OR TRAINING	Competent in the range of Windows/Office packages including Word, Excel, and Outlook. Ability to work with in-house IT systems after training	
ABILITIES, SKILLS & PERSONAL QUALITIES	Positive with a "can do" approach A proactive approach to working with staff and applicants Excellent customer service skills Good interpersonal skills. Excellent communication skills, including accurate written English. Good IT, telephone, and organisational skills. Ability to work under pressure and accurately to tight deadlines. Good numeracy skills.	
RELATIONSHIPS	Able to work well as part of a team and autonomously Work reliably and efficiently without supervision. Be approachable and helpful to all staff and be willing to provide added support where necessary. Have a good working relationship with	

	college departments and work with them to build strong links.	
MOTIVATION	<p>Commitment to the value of learning and supporting learners of all ages</p> <p>Willing to make a strong contribution to the efficient running of the College and all courses, across centres and client groups</p> <p>Commitment to an ethos of continuous improvement.</p> <p>Prepared to undertake relevant training.</p>	
SPECIAL CIRCUMSTANCES	Flexibility regarding hours and timing of work, including evenings and weekend work and work outside standard	