

TRAFFORD COLLEGE GROUP

Job Description

JOB TITLE:	Customer Services and Admissions Assistant
LOCATION:	Altrincham/Stretford/Stockport/Cheadle
REPORTS TO:	Customer Services Admissions and Student Finance Team Leader
RESPONSIBLE FOR:	N/A
GRADE/SALARY:	Business Support Scale 4 (£18,969 - £20,781 - full time salary)

Our Purpose and Vision

'Unlocking Potential, fostering Success'

To be a leading provider of education and skills that supports community cohesion and drives local and regional productivity.

Our Values

Ambitious

We set high expectations and standards for students, colleagues and our communities, striving for excellence in all that we do.

Resilient

We believe that every challenge is an opportunity to learn, develop and become stronger.

Collaborative

We work together, support one another, share ideas, and encourage success.

Inclusive

We value individual difference and creating an environment where everyone has the same opportunities

Respectful

We allow ourselves and others to grow by treating each other with thoughtfulness and an open mind.

JOB PURPOSE	
1	To provide a high-quality Customer Service and a range of services and support to internal and external customers
KEY AREAS OF ACCOUNTABILITY	
1	Dealing with enquiries and processing applications in a timely manner
2	Convert enquiries into applications capturing the data compliant with GDPR
3	Engaging with applicants in a timely manner to make and secure the offer of a place at the College

Document Title:

Version:

Date of Issue:

4	Provide management reports on the status of the various stages of the application process
5	Adhering to customer service standards and the Group's Admissions policies and procedures
KEY AREAS OF RESPONSIBILITY	
1	To implement The Trafford College Group's Admissions Policy and Procedures to the required standard
2	To oversee applicant interviews, assessments, offers and correspondence for allocated curriculum areas and supporting services
3	To liaise with careers agencies, schools, parents, local authorities and prospective students with regards to data sharing linked to the Admissions process including sharing transitional information to support applicants
4	To maintain accurate records and produce reports to provide management information
5	To act as the interface and where appropriate the initial advocate between the college and all applicants providing a high-quality support function
6	To manage the exchange and transfer of information related to the caseload of applicants
7	To provide support for enrolment processes and late applications
8	To provide support in planning admissions events, including interviews and information evenings and other open events
9	To support the student destination recording process
10	To liaise with curriculum staff to ensure all parties understand how to maximize student recruitment, including attendance at curriculum meetings and interview evenings
11	To participate on the evening interview rota; facilitating the evening's activities, ensuring all documentation is completed and returned, conducting appropriate follow-up actions and overseeing initial diagnostic assessments
12	To support The Trafford College Group in ensuring all information provided to customers is as accurate as possible
13	To support the transfer and sharing of sensitive information to support the applicant, e.g. criminal convictions, S139a etc. undertaking the initial assessment to determine the appropriateness of the application and making appropriate referrals
14	Be the first point of contact for The Trafford College Group, taking enquiries face to face, via email and telephone to assess and provide information and support to applicants, students, other customers, members of the public and staff, concerning the College's services
15	Act as Receptionist as required receiving visitors to The Trafford College Group and directing them to their required destination
16	Respond appropriately to course enquiries from customers personally and on the telephone covering all aspects of The Trafford College Group offer
17	Be the point of reference for initial customer complaints/queries; resolve appropriately where possible, where ensuring complaints/queries are recorded and passed on to the next level and/or the appropriate person to respond
18	Process incoming and outgoing post and arrange deliveries as required
19	Operate the PBX switchboard, as required
20	Provide reception cover during college opening hours and events
21	Work across all college sites, as required
22	Undertake any other duties that may be reasonably required, commensurate with the grade at the initial place of work or at other locations
23	To carry out any other duties that may be reasonably required, commensurate with the grade at the initial place of work or at other locations within the Group's catchment area

Document Title:

Version:

Date of Issue:

EQUALITY, DIVERSITY AND INCLUSION

- | | |
|----------|---|
| 1 | It is the responsibility of the post holder to promote equality and diversity throughout the Group |
| 2 | The post holder will undertake their duties in full accordance with the Group's policies and procedures relating to equal opportunity and diversity |

HEALTH AND SAFETY

- | | |
|----------|---|
| 1 | To promote health, safety and welfare throughout the Trafford College Group |
| 2 | To undertake their duties and responsibilities in full accordance with Trafford College Group's Health and Safety Policy and Procedures |

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

- | | |
|----------|---|
| 1 | It is the responsibility of the post holder to commit to safeguarding and promoting the welfare of children and vulnerable adults within the Group |
| 2 | The post holder will undertake their duties in full accordance with the Group's policies and procedures relating to safeguarding and promoting the welfare of children and vulnerable adults, e.g. dealing with learner issues i.e. safeguarding and referring on to specialist staff |
| 3 | This position is subject to an enhanced criminal records check from the Disclosure & Barring Service (DBS) and will be subject to satisfactory clearance of this check |
| 4 | If this position is classed as Regulated Activity, it is subject to an Adult & Child barring check |

REVIEW

	The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that over time, the nature of individual jobs will inevitably change; existing duties may be lost, and other duties may be gained without changing the general character of the duties of the level of responsibility entailed. Consequently, the Corporation will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.
--	--

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
Values and Behaviours		
Ambitious - We set high expectations and standards for students, colleagues and our communities, striving for excellence in all that we do	✓	
Resilient - We believe that every challenge is an opportunity to learn, develop and become stronger	✓	
Collaborative - We work together, support one another, share ideas, and encourage success.	✓	
Inclusive – We value individual difference and creating an environment where everyone has the same opportunities	✓	
Respectful - We allow ourselves and others to grow by treating each other with thoughtfulness and an open mind	✓	
Qualifications		
Numeracy and literacy skills at Level 2 or above	✓	
Basic IT qualification eg C&G 4242 in Information Technology, ECDL	✓	
NVQ Level 2 in IAG		✓
NVQ level 3 in Customer Care or Business Admin	✓	
Experience, knowledge and Skills		
Previous administrative experience	✓	
Previous experience of working in a busy customer orientated environment, dealing with a range of customer enquiries and complaints of a complex and in-depth nature	✓	
Experience of dealing face to face with a range of customers	✓	
Experience of operating a modern PBX switchboard		✓
Prior administrative experience ideally within an admissions function, including the management of data and establishing processes for managing a range of complex information	✓	
Be able to manage challenging situations within a customer interface.	✓	
Keyboard skills and data inputting skills including knowledge of developing and maintain spreadsheets and access databases	✓	
To offer a positive, helpful and responsive service to customers	✓	
Flexible and adaptable to change	✓	
The ability to prioritise tasks and re-evaluate work patterns as appropriate.	✓	
The ability to remain calm and maintain a high degree of accuracy in an area of conflicting priorities	✓	
Possess effective communication skills and relate effectively to varying client groups both face to face and over the phone.	✓	
Be empathetic with the ability to work co-operatively and be a good team member.	✓	
Be able to work under pressure to deadlines and to a high degree of accuracy	✓	
Be able to work on their own with limited supervision and demonstrate initiative	✓	
A commitment to safeguarding and promoting the welfare of children and adults at risk	✓	

Document Title:

Version:

Date of Issue:

Be committed to personal professional development	✓	
An ability to be flexible and a willingness to work at open days, open evenings and other college events outside of normal office hours	✓	
Be committed to Equal opportunities, customer care and quality improvement	✓	