

**Senior Admissions and Curriculum Support Officer****Colchester****£24,791 - £25,512 per annum****Permanent – Full-time – 37 hours per week, 52 weeks per year****About the role**

You will take the lead on all overseas and international aspects of Further Education admissions, including responsibility for funding assessments, visas and sponsorship under UKVI immigration rules. To gain and maintain knowledge and understanding of the cross-college roles of the UKVI, British Council, UKCISA, UK ENIC and contribute to the British Council accreditation and inspections as they arise.

**About you**

You will be educated to Level 3 or above and/or a professional qualification in relevant subject area or equivalent. You will have experience of providing a flexible customer-focused support service in a variety of ways, including face to face, by phone and electronic methods along with experience of working in a busy administrative team environment, managing own workloads and various conflicting priorities.

**Closing date: 29 September 2024****Our Benefits include:**

- Generous holiday (28 days per year, plus efficiency closure over Christmas and New Year and all Bank Holidays)
- Excellent opportunities for professional development
- Local Government Pension Scheme (22.6% employer contribution)
- Extensive Employee Benefits Scheme including discounts at high street and online retailers

**To apply please complete our Application form on our website.**

Please contact the People & Culture Team on [jobline@colchester.ac.uk](mailto:jobline@colchester.ac.uk) or call 01206 583360 if you have any queries or would like further information.

Additional Information

*Colchester Institute is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.*

*We strive to be an Equal Opportunities employer. All applicants who are offered employment will be subject to a Criminal Records check from the Disclosure and Barring Service.*

*Colchester Institute will carry out an online search as part of our due diligence on shortlisted candidates.*

*Please visit our website [www.colchester.ac.uk](http://www.colchester.ac.uk) to obtain further details about the College.*

### Job Description

<b>Job Title:</b>	Senior Admissions and Curriculum Support Officer
<b>Responsible To:</b>	Admissions and Curriculum Support Team Leader
<b>Line Management of other staff:</b>	No
<b>Location:</b>	Colchester
<b>Salary:</b>	£24,791 - £25,512 per annum
<b>Date of last review:</b>	September 2024

### **Purpose Statement:**

To provide a high quality, flexible admissions service and provide curriculum support to students for the duration of their student journey.

To take the lead on all overseas and international aspects of Further Education admissions, including responsibility for funding assessments, visas and sponsorship under UKVI immigration rules. To gain and maintain knowledge and understanding of the cross-college roles of the UKVI, British Council, UKCISA, UK ENIC and contribute to the British Council accreditation and inspections as they arise.

To gain and develop knowledge of nominated area of expertise and build excellent working relationships with key staff to enable College policies and procedures to be followed and to answer enquiries, provide administrative support and ensure the smooth operation of a range of College processes.

### **Main Duties & Responsibilities:**

<b>1</b>	To take the lead for all aspects of overseas admissions, ensuring up to date knowledge of immigration rules and the continuous development of processes to carry out funding assessments and provide a support service for non-UK nationals. To provide guidance and support to colleagues in this area so that applicants and students receive a high-quality service on overseas issues.
<b>2</b>	To proactively develop and update personal professional expertise in the areas of immigration, assessment of fees and other relevant UKVI legislation. To inform updates to policies and processes, including funding assessments, and briefing other team members to keep the team knowledge and understanding current.
<b>3</b>	To support the Admissions and Curriculum Support Team Leader with continuous review and development of the overall Admissions processes, to ensure optimum efficiencies and where possible embrace digitalisation opportunities to remove any unnecessary and/or manual processes.
<b>4</b>	To provide an excellent customer experience as the first point of contact responding to enquiries, and providing information, from a variety of stakeholders and through a range of media, showing excellent customer service, and positively promoting Colchester Institute.

<b>5</b>	Be confident in delivering feedback to our customers and in managing concerns of parents, applicants and students in an empathetic and understanding manner. Be able to assess and manage the different reactions of customers while maintaining professionalism.
<b>6</b>	To ensure that updates to current processes and other important information that relate to the Admissions and Curriculum Support role are cascaded efficiently to all stakeholders, including to staff based at our Braintree Campus.
<b>7</b>	To ensure website and portal areas are kept up to date with policy information, as required so that clear and transparent processes are in place.
<b>8</b>	To assist in the accurate and efficient processing of applications and enrolments for all applicants in line with college policy and procedures, working with College databases, systems and a variety of software packages to support processes, including running and analysing data reports, preparing letters, and preparing written correspondence to a high standard of presentation, accuracy and speed.
<b>9</b>	To support key activities and processes throughout the academic year, including, for example, enrolment, parent reports and parent evenings, open events, progress boards, student interviews and welcome and induction days.
<b>10</b>	To assist in the accurate and efficient processing of applications and enrolments for international applicants in line with college policy and procedures.
<b>11</b>	To provide flexible administrative support for curriculum staff, including, educational visit administration, progress boards, and tracking international student attendance, ensuring excellent working relationships and developing detailed knowledge of the curriculum programmes
<b>12</b>	To work flexibly as a team member providing absence cover and support during annual leave and busy periods. Supporting the wider team by covering reception, answering the course enquiry phone and responding to enquiries using the online chat service.
<b>13</b>	To deputise for the Admissions and Curriculum Support Team Leader as required.
<b>14</b>	To develop and update personal professional expertise in the relevant areas.
<b>15</b>	Adhere to and promote the College's Safeguarding, Diversity, Equity & Inclusion, College Values and Health and Safety policies and practices.
<b>16</b>	To undertake any other associated duties determined by the college.

*This job description is current as the date shown. It may be amended in any way following consultation with the post holder to take account of changes or anticipated changes in the organisation or management of Colchester Institute*

### Person Specification

**Job Title:**

Senior Admissions and Curriculum Support Officer

Qualifications	Essential	Desirable	How is this assessed?
Education to level 3 or above and/or a professional qualification in relevant subject area or equivalent.	✓		A
Minimum of Level 2 qualification in English and Mathematics GCSE 4+ or C and above / CSE Level 1 / O-Level C or above / Level 2 Adult Numeracy or Literacy or equivalent.	✓		A
Customer Services qualification.		✓	A
Formal qualification in IT.		✓	A
Experience	Essential	Desirable	How is this assessed?
Experience of providing a flexible customer focused support service in a variety of ways, including face to face, by phone and electronic methods.	✓		A
Experience of working in a busy administrative team environment, managing own workloads and various conflicting priorities.	✓		A / I
Excellent experience of following policies and procedures to process information and produce documents / materials to a high standard of presentation, accuracy and speed.	✓		A / I
Experience of working with statutory guidance and developing processes which meet legislative requirements.		✓	A / I
Experience of international admissions, including an understanding of immigration rules and the visa routes.		✓	A / I
Experience of using database systems and an excellent understanding of data protection and the need to be vigilant in ensuring the sharing of personal data has been authenticated prior to release.	✓		A / I

Excellent IT experience, including Microsoft Office products to produce clear and accurate communications, using information from databases and a wide range of communications media.	✓		A / I / T
Experience of working with complex databases for data collection, input, tracking and reporting.	✓		A / I
Experience of providing an empathetic and understanding service while maintaining a calm and diplomatic manner.	✓		A / I
Experience of working in an FE educational setting.		✓	A
<b>Knowledge and Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>How is this assessed?</b>
Working knowledge and experience of data protection and working with confidential and sensitive information, including GDPR.	✓		A / I
Ability to accurately interpret and follow regulations and guidance.	✓		A / I
Excellent IT and data processing skills on a wide range of software applications.	✓		A / I / T
A smart worker with the ability to use systems and technology to effectively and efficiently undertake the role.	✓		A / I
Proven ability to work to policies with a high degree of accuracy under pressure, and to meet tight deadlines.	✓		A / I / T
Excellent interpersonal, people and customer care skills with the ability to positively promote Colchester Institute to internal and external customers.	✓		I
Excellent interpersonal, oral and written communication skills.	✓		I
Ability to remain calm and be diplomatic at all times, with a flexible approach to tasks and people.	✓		I

Understanding and commitment to safeguarding the welfare of children and vulnerable adults, creating a safe learning environment.	✓		A / I
<b>Personal Attributes</b>	<b>Essential</b>	<b>Desirable</b>	<b>How is this assessed?</b>
A strong commitment to Equity Diversity, and inclusion.	✓		A / I
Enjoys working collaboratively and seeking collaborative opportunities.	✓		A / I
Ability to work flexibly to meet changing needs and work demands.	✓		A / I
Continuously improving and commitment to own personal and professional development.	✓		A / I

**KEY:**

<b>A</b>	Application
<b>I</b>	Interview
<b>P</b>	Presentation/Micro-teach
<b>T</b>	Test