



JOB DESCRIPTION

Enrolment Assistant

WALTHAM FOREST COLLEGE
JOB DESCRIPTION AND PERSON SPECIFICATION

POST: Enrolment Assistant

REPORTING TO: Head of Learner Services & Careers

RESPONSIBLE FOR: N/A

GRADE:

KEY RESPONSIBILITIES

This postholder will support the administration functions linked to admissions and enrolments and assist the Learner Services or MIS departments to deliver a high-quality service to its customers.

MAIN RESPONSIBILITIES

1. Ensure the delivery of the day-to-day administrative tasks and duties link to admissions, enrolment and other department priorities.
2. Ensure the effective delivery and accuracy of data capture throughout the learner journey and that the correct administrative processes are being undertaken.
3. Support the delivery of the front of house functions of the College including Reception and provide a core one-stop shop service, contributing positively to the learner experience.
4. Promote the highest possible standards in customer care, equal opportunities and health and safety practices for the benefit of learners and the wider community served by the College.
5. Safeguard and promote the welfare of children, young people and vulnerable adults served by the College.

MAIN RESPONSIBILITIES

1. Support the delivery of the admissions and enrolment service and demonstrate flexibility when required, during business demands.
2. Comply with GDPR processes for information sharing requests.
3. To ensure that all work carried out meets with departmental quality and service standards.
4. To operate the ID card system and general admin duties linked to Learner Services.
5. Administer the processing of all course enquiries and applications that lead to the scheduling of interviews and offers in-line with key policy and procedures linked to the Learner Services department.
6. Ensure the accuracy of learner records and work with cross-department to ensure data integrity which leads to satisfactory audit outcomes.
7. To have full knowledge and understanding of the information management system to process enquiries, applications and enrolments.
8. To follow processes and procedures that assesses learner entitlements to concessionary fees and status.

9. To provide assistance and cover for colleagues as necessary, taking on additional tasks as required.
- 10.** Any other reasonable tasks that commensurate with the role

GENERAL

1. Promotes and implement all College policies, particularly those which refer to health & safety, equality of opportunity and Safeguarding young people and vulnerable adults.
2. Participates in College programmes of staff appraisal and continuing professional development.
3. Develop effective working relationships internally and with external partners.
4. To operate at all times in line with the College's values and behaviours.
5. Undertakes other duties as may reasonably be required in the interests of the efficient functioning of the College.

PERSON SPECIFICATION

We need you to use the application form to demonstrate your capabilities in relation to each of the criteria listed below (addressing each point in order).

	Criteria	Essential/ Desirable
Qualifications (Educational and Vocational)	Good general education up to level 2 (including Maths & English)	E
	Willing to participate in and undertake training as necessary	E
	Undertaken 'customer care' training	D
Previous experience/job knowledge	Recent experience of working in a busy office environment	D
	Experience of working as an administrator	D
	Experience of using computer packages ie Microsoft suite, E-mail, Internet	E
	Experience of working in a client-centred environment	E
	Experience of working in an 'advisory' capacity	D
	Experience of working in a role with numerical involvement	D
Skills (Competencies and Aptitudes)	Ability to work unsupervised and use initiative	E
	Ability to work with attention to detail and to adopt a meticulous approach	E
	To possess excellent written and verbal communication skills	E
	To possess excellent numerical skills/understanding	E
	To be able to understand and use a variety of current computer packages and databases	E
	Ability to organise and prioritise workloads	E
	Ability to deal with situations sensitively and with empathy	E
	Ability to contribute to maintaining a customer focused service	E
	Ability to work as a team	E
Other factors/ additional requirements	Flexible approach to working hours and arrangements	E
	To possess an approachable nature, tact and diplomacy	E
	To be able to work effectively under pressure	E
	Possession of good inter-personal skills	E
	Commitment to working in a diverse and multi-ethnic environment	E
	Commitment to equality of opportunity	E