



INVESTOR IN PEOPLE

## ROLE DESCRIPTION

**1. JOB TITLE:** Admissions Officer

### 2. CONTEXT

The admissions service provides a range of integrated information, advice and guidance services which support the College's students, potential students and staff throughout their life at the College.

### 3. MANAGEMENT ACCOUNTABILITY

Responsible to: Head of Marketing & Admissions

### 4. MAIN PURPOSE OF JOB

- To provide a responsive and efficient admissions service to prospective students, ensuring that all applicants receive up-to-date, comprehensive, impartial and client-centred initial information and advice.

### 5. DUTIES AND RESPONSIBILITIES

- Provide information and advice about education and training opportunities at the College to current or prospective students and apprentices to inform their course choice.
- Answer enquiries about college courses via telephone, email, webchat and in person– ensuring enquirers receive a comprehensive and accurate response.
- Provide practical advice and assistance with the completion of application forms and enrolment documentation, as required to meet individual applicants' needs.
- Make timely and appropriate referrals to specialist staff within the college or to external agencies as necessary to meet individual applicants' needs.
- Maintain appropriate records, including details of student enquiries, applications and offers.
- Support the full application and enrolment process for all provision, including correspondence with applicants to ensure a positive experience and processing application and enrolments where applicable.
- Stay abreast of changes in policy, expertise or expectations from external agencies where relevant to advice and guidance, student experience and career opportunities
- Work with curriculum teams to update knowledge of the provision on offer and how it links with career progression, students' intended destination and the local employment market

- Support events and activities such as open days, course introduction meetings, advice and guidance sessions, course promotion and taster events.
- Send out information and respond via all channels within agreed service timescales in support of the College's recruitment activity
- When appropriate, meet with students to offer impartial advice and guidance and assess an applicant's suitability in accordance with entry criteria.
- Develop and improve service standards, approaches to providing information and guidance and the applicant's experience.
- Maintain links with curriculum teams to update course knowledge and follow up on student queries or difficulties, reporting back to the team on a regular basis.
- Offer the full admissions service across all campuses and where required at events and community venues.

## **6. GENERAL AND COLLEGE RESPONSIBILITIES**

- Participate actively and flexibly in a range of College-wide activities, such as duty rotas, enrolment and marketing events and staff and student activities.
- Participate in team training and development to update skills and knowledge.
  - All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.
  - Understand and be committed to the College's Health and Safety Policy statement and the College's safety priorities and be aware of his/her contribution to such priorities.
- Be aware of and comply with the health and safety legislation and other College requirements that are relevant to his/her post.
- Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery;
- Be familiar with and promote the Equality and Diversity Policy
- Be familiar with Safeguarding requirements as outlined in the Safeguarding Policy and comply with its requirements to safeguard and protect the welfare of children, young people and vulnerable adults.
- Undertake such additional duties or projects as the Principal or line manager may determine from time to time, after consultation with the postholder.

**NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive and may be varied from time to time after consultation with the jobholder. They do not form part of the jobholder's contract of employment.**

