

Post Title: Admissions Coordinator – FAB Futures
Responsible to: Manager of FAB Futures

Purpose of the Role

- To coordinate the central functions of FAB Futures, specifically Enquiries, Admissions and Progression.
- To provide initial advice and guidance on the full range of College courses and to support all enquirers whether external or internal to access further services within the College that are appropriate to their needs.
- To deliver admissions interviews for school leavers and adults on dates agreed with line manager
- To effectively operate and produce reports on the data entry systems required in running an effective admissions and progression service under the direction of your line manager
- To contribute to the development of admissions processes and ensure they accommodate increased growth in enquiries and applications.
- To deliver excellent customer service to all clients of the service.

Duties

1. Deliver external facing CEIAG - telephone enquiries, e mail and social media enquiries, walk in enquiries, by providing course information that is up to date and relevant to the enquirer and by ensuring they access further services as may be required.
2. Be responsible for ensuring there is an appropriate welcome within FAB Futures facilities as a first point of contact and by taking a lead on a vibrant welcoming atmosphere
3. Coordinate and support the course adviser and apprentice to process all applications that come into Central Admissions
4. Schedule interviews and prepare the relevant paperwork for each event, ensuring interviewers have access to the documents prior to interview sessions
5. Participate in the delivery of admissions interviews for school leavers and adults as agreed and balanced against other duties
6. Coordinate the scheduling of Maths, English & ESOL appointments and ensure the outcomes are monitored and reported effectively
7. Arrange Conference Facilities enquiries and bookings and prepare relevant invoices associated with the centre
8. Deliver progression interviews 16-18, adult applicants, referring to Career Coach and Apprenticeship support as required.
9. Coordinate the collection of data from all scheduling that informs on the success of each activity, by keeping accurate records of numbers expected, numbers attended and monitoring outcomes as directed by your line manager
10. Support destinations recording and collection
11. Provide a key course enquiry and enrolment facility throughout the period of main enrolment and at other key enrolment times as directed by your line manager

12. Support DBS process
13. Maintain sufficient up to date knowledge of College courses, services and systems including fee information to enable you to deliver effective course guidance to clients of the service
14. Work with the wider FAB Futures team to ensure the effective delivery of the 3 core strategies, Careers & Employability, Work Experience and Progression & Destinations
 - Delivering bespoke events and activity that raise awareness about the importance and benefits of employability, career planning and work experience.
 - Participate and support all events around the core strategies e.g Careers Fairs, Employer talks, recruitment events,
 - Help to produce relevant support materials for curriculum and for promotion in general to the student body e.g TV promotions, posters, presentations, social media and case studies
15. Work on own initiative to meet challenging targets in order to achieve set KPIs, in-line with the guidance of your Manager.
16. Identify own training needs and participate in staff development activities in consultation with your Manager to keep abreast of developments in the principal area of work.
17. Ensure that safeguarding learners and the Prevent agenda is at the heart of all activity undertaken by yourself and the wider work experience team.
18. To follow strictly the requirements of the College's Health, Safety & Environment Policy and Equality/Diversity Policy.
19. You may be required to undertake such other duties, commensurate with your grade and hours of work, as may reasonably be required.

Required Qualifications

- Minimum GCSE Maths and English grade C qualifications or above or equivalent.
- Business Admin Level 2 or equivalent.
- CEIAG Level 3

Desired Qualifications

- CEIAG qualification at level 4 or higher
- Qualification in information technology

Required Knowledge and Experience

- Appropriate working knowledge of Microsoft Office
- Knowledge and experience of delivering good customer service
- Knowledge and experience of administration skills, particularly data entry, information gathering and record keeping
- Knowledge and experience of effective communication in different formats, face to face, telephone, e-mail and social media
- Knowledge and experience of providing information that is clearly and professionally presented.

You may be required to work at or from any building, location or premises of Wigan & Leigh College and any other establishment where Wigan & Leigh College conducts its business. You will also be expected to work outside of your normal working hours for College events and enrolments.

Variation to this Job Description

This is a description of the job as it is at present, and is current at date of issue. The job description will be reviewed and updated as necessary to ensure that appropriate revisions are incorporated, and that it relates to the job to be performed.

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