**Job Description:**

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| **Post:** | ***Enrolment Administrator*** |
| **Salary Grade:**  **(fixed salary)** | *Grade 3, Point 10 - £19,816.20 (fixed point)* |
| **Responsible to:** | *Student Recruitment & Enrolments Manager* |
| **Responsible for:** | *N/A* |
| **Location** | *These are campus specific roles, however, there may be an occasional requirement to travel to other College sites as and when necessary* |

**Key Purpose:**

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| **1** | Support the centralised Student Recruitment Centre for all full time and part time applicants across the college provision. |
| **2** | Work as part of the student recruitment team, ensuring a professional, welcoming and friendly standard of customer service. |
| **3** | Work as part of the student recruitment team to ensure that all applications and enrolments are dealt with efficiently and effectively. |

**Key Responsibilities and Accountabilities:**

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| **A** | Provide basic information and guidance for courses that do not require course interview in the main adult education provision. |
| **B** | Advise payment options available, liaising with student / employer to ensure all documentation is complete with appropriate fee applied prior to fee invoice raised. Process transactions in accordance with cash handling procedures. |
| **C** | Enter all FT and PT applications on college system. Paper and online applications. Assign applicants to relevant Student Recruitment Advisor |
| **D** | Monitor and process course cancellations, liaising with Curriculum Directors on enrolment numbers and advise accordingly if courses are to be postponed or cancelled. Make the necessary contact and liaise with Finance Officer to process refunds. |
| **E** | Maintain and update information on course entry requirements, funding, residency remission and finance guidelines. Liaising with MIS Curriculum Manager and team. |
| **F** | To ensure that outstanding customer service is delivered to all ensuring that enquiries, applications and enrolments are recorded and distributed in accordance with College procedures and service standards |
| **G** | To co-ordinate with our partner universities on courses that are facilitated at HSDC. |
| **H** | Use Pro Monitor and other college systems to maintain records. To develop and Manage an efficient electronic and paper-based filing and retrieval system and ensure filing is kept up to date, this includes electronic files and databases to enable accurate and up to date information to be accessed quickly and easily |
| **I** | Attend Curriculum Team meetings, training and briefings to ensure communication flows between student recruitment and curriculum. |
| **J** | To provide an efficient enrolment day process ensuring key staff have been communicated, paperwork is prepared, follow ups made and curriculum teams supported. Resulting in an excellent student first experience |
| **K** | Manage the Student Recruitment and Admissions inbox account. Action accordingly |
| **L** | Capture all relevant student information and recorded correctly, alerting Health and Wellbeing staff of any learner needs. |
| **M** | Ensure all payments are processed in line with PDQ training and GDPR guidelines |
| **N** | Maintain own caseload to agreed level including the leading and championing of specific areas/projects that may be assigned. |
| **O** | Any other appropriate duties as directed by the Co-Ordinator to contribute to the successful operation of the college. |
| **P** | To participate actively and flexibly in a range of college-wide activities such as enrolment, open evenings, marketing events and staff and student activities |
| **R** | To facilitate email and text communications with applicants and parents/carers on behalf of the Curriculum areas regarding changes to their programmes of study and activities for both Full Time and Part Time course. |
| **S** | Dealing with enquiries from applicants, students, parents/carers, staff and external customers via a range of communication methods, passing on to others where appropriate and ensuring accurate recording of messages and that those enquiries are dealt with within an agreed timescale. |
| **T** | Check applicants’ declarations regarding funding against the relevant documentation with regards to low income, proof of benefits, loan agreements and employer paying. |
| **U** | Advise applicants on funding options calculating instalment plans and giving advice on loans. |
| **V** | Monitor the loans portal updating students records once loans have been agreed. |

**Cross-College Responsibilities and Accountabilities:**

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| **1** | Participate in Performance Management and professional development activities as required. |
| **2** | Value and promote diversity and equal opportunities. |
| **3** | Work within health and safety guidelines and be aware of your responsibilities for health and safety. |
| **4** | Fully support and adhere to the College approved strategies, policies and procedures. |
| **5** | Be responsible for safeguarding and promotion of the welfare of children, young people and vulnerable adults. |
| **6** | Support the College’s quality initiatives, promoting the values of the College and ensuring that outputs meet quality standards |
| **7** | Provide the best possible service to customers (both internal and external) in line with College standards. |

This job description is current as at the date shown below.

In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade, at your initial or present place of work or at any other of the College’s operational sites.

**Person Specification**

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|  | **QUALIFICATIONS & TRAINING** | **Essential** | **Desirable** |
| i | Qualified to at least level 2 in English and Maths | Y |  |
| ii | NVQ Level 3 Advice and Guidance experience of cash handling or working towards | Y |  |
| iii | Customer Service Qualification |  | Y |
| iv | Microsoft Office and Data entry skills | Y |  |
| v | Experience of working with students/young people |  | Y |
|  | **KNOWLEDGE, EXPERIENCE & UNDERSTANDING (CURRENT)** |  |  |
| vi | **An awareness of the needs of students in range and ability to form good working relationships with them** | Y |  |
| vii | Experience of using database systems. |  | Y |
| viii | Proven experience of working with figures, monetary amounts and payments. | Y |  |
| ix | Experience of working within an educational environment |  | Y |
| x | **A general awareness of the strategic direction of the College and an understanding of the environment in which it operates.** | Y |  |
| xi | **Ability to decipher information quickly and provide the appropriate response or refer in an appropriate manner to specialist colleagues** | Y |  |
|  | **SKILLS & ATTRIBUTES** |  |  |
| xii | Ability to communicate effectively both orally and in writing. | Y |  |
| xiii | **An ability to work constructively in professional partnership with other staff and students, and to establish good rapport** | Y |  |
| xiv | Ability to cope within a pressured environment | Y |  |
| xv | Proven organisational and administrative skills | Y |  |
| xvi | **An ability to explain information and procedures clearly and articulately, using plain English through email, telephone and face to face enquiries.** | Y |  |
| xvii | **An understanding of and respect for diversity, including the ability to engage with students from a wide range of cultures and with a range of support needs and disabilities** | Y |  |
| xviii | **Adjusting to unfamiliar situations, demands and changing roles.  Seeing change as an opportunity and being receptive to new ideas.** | Y |  |