

Course Information & Admissions Assistant



Department: MBEE – Central Admissions

Reports To: Admissions Officer

Job Purpose:

The Course Information & Admissions Assistant is part of a team responsible for processing all the applications received by City College Plymouth, and ensuring that these are dealt with efficiently and effectively. The post holder will also be required to provide a comprehensive information service to enquirers about the range of courses offered by the College and advice on applying to the College to potential students, parents and external agencies.

Key Responsibilities:

1. To provide the administrative and data entry tasks required for the College's central admissions system in order to process and track applications through to final acceptance and enrolment.
2. To work with the Admissions Officer to provide a full information service to applicants on the range of courses offered by the College, including initial screening for suitability based on standard entry requirements.
3. To respond to enquiries in person, over the telephone, by e-mail and online to potential applicants and carryout targeted follow up calls in line with the Hot, Warm and Cold process.
4. To input enquiry information onto the college enquiry tracking system.
5. To deputise for the Admissions Officer in her absence including admissions online systems management (Scale 3 only).
6. To receive and send a variety of correspondence to individuals, arranging departmental and guidance interviews and liaising with faculties and applicants as necessary.
7. To analyse, interpret and produce statistical information in accordance with objectives.

8. To monitor statistical information relating to designated faculty areas, providing feedback to the Admissions Officer as requested.
9. To carry out one-to-one induction sessions on the admissions process and procedures to new faculty administrative staff and interviewing tutors (Scale 3 only).
10. To attend designated faculty meetings as and when requested to provide information relating to the admissions process and share best practice.
11. To liaise closely with applicants carrying out customer service activities such as interview reminder calls, follow up calls for non-attendees and withdrawn applicants, providing advice and guidance as appropriate.
12. To be the lead person in providing specialist information at team meetings in relation to designated faculty areas.
13. To maintain administrative letters and procedures for designated faculty areas.
14. To keep up to date with the range of courses on offer and cross-College information, in particular student funding and financial support.
15. To represent the Admissions team at both College and external events
16. To assist the Admissions Officer in promoting equality and diversity to both staff and applicants throughout the admissions process.
17. To contribute to the production of the Self-Assessment Report for the Admissions team.
18. Undertake such other duties commensurate with the grade of the post as may reasonably be required and you may be required to be trained to administer First Aid.

NOTE

This role profile is intended to provide an overview of the role in the context of the ambition of City College Plymouth.

The overview of responsibilities is listed for convenience and is not in any order of priority or significance. It is agreed that the significance of different aspects of the role will vary at different times and that all accountabilities are of potentially equivalent significance.

Person Specification

Post: Course Information & Admissions Assistant		Essential	Desirable
	Qualifications:		
1	Level 2 qualification in text processing, RSA/OCR or equivalent	✓	
2	Level 2 in Information Advice and Guidance		✓
3	English language and maths at GCSE grade C or above, or equivalent	✓	
	Knowledge & Experience:		
4	Previous experience of customer contact – in person & by telephone, with the confidence to deal with all levels of enquiries	✓	
5	Previous experience of administrative procedures, with a strong emphasis on carrying out office responsibilities competently and accurately	✓	
6	Previous experience of working with and producing statistical information		✓
7	Knowledge of further and/or higher education		✓
	Skills & Personal Qualities:		
8	Effective IT skills, in particular with MS Office (Word, Excel etc.)	✓	
9	Good organisational skills, with the ability to prioritise and multi-task effectively, attention to detail and the ability to meet deadlines	✓	
10	A commitment to high customer service standards	✓	
11	A commitment to ongoing professional development	✓	
12	Be proficient in the production and use of tables, spreadsheets and databases		✓
	Circumstances:		
13	The flexibility to work evenings and weekends occasionally	✓	
14	There may be some travel required, in particular between College sites	✓	

Role Context

City College Plymouth expects staff to:

- Work within the context of the College's core values, code of conduct, quality requirements and ethos of continuous improvements.
- Undertake their duties in accordance with College policies and procedures, particularly with respect to:
 - Safeguarding Children and Safer Recruitment in Education, including Prevent;
 - Human Resources policies and procedures;
 - Health and Safety policies and procedures;
 - Equality, Diversity and inclusion policies and procedures;
 - The College's policy on the confidentiality of data stored electronically, and by other means, in line with data protection legislation.
- Keep abreast of developments in their own area of expertise and undertake staff development opportunities where identified and approved, subject to funding.
- Undertake such other duties commensurate with the grade of the post as may be reasonably be required
- You may be required to be trained to administer First Aid.

This Job Description is current at the date shown. It is liable to variation by management, in consultation with you, to reflect or anticipate change in, or to, the job.

Other supporting information can be found on the College's website.

Additional Information

Hours of Work : **Part-time, 22.5 hours per week, 52 weeks per year**

Salary Range : **£9,646 - £10,673 P/A (pro rata of £15,863 - £17,551)**

Salary Scale : **Business Support Scale 2-3**

Closing Date : **Midnight on Sunday 20 October 2019**