

JOB DESCRIPTION

JOB IDENTIFICATION

Job Title:	Admissions and Enrolment Officer
Responsible To:	Head of Section
Department:	ESOL
Salary Grade:	£9.90 per hour (will increase to £10.42 per hour from 1st April 2023)

JOB ROLE

This post is a customer facing role, forming part of the ESOL team. The post holder will focus on the general operation of the team.

The main purpose of the function will be to progress applications to the College, by providing an effective and timely admissions and enrolment service. It will involve working with curriculum areas to organise interviews and, using the Management Information System, to track and administer applications from the point of entry to registration. It will also require the post holder to engage regularly with potential learners.

The post holder will be required to contribute to the general operating duties of the team including:

- Initial Information Advice and Guidance
- Administration of the admissions process
- Handling and distribution of post services
- General reception duties
- General administration
- Completion of financial transactions, caching up and banking procedures
- Provision of effective and timely IAG to potential learners
- Support switchboard operation
- Support interviews and open days
- Participation in the enrolment process
- Liaise with Job Centres, and manage DWP referrals

KEY DUTIES

No	Description of Duties
1	Log all enquiries and applications onto MIS
2	Screening and processing of applications in line with college procedures

3	Correspondence with potential learners and liaison with curriculum staff
4	Updating of applicants records
5	<p>To undertake team operations as requested by the Admissions / Enrolment Coordinator</p> <ul style="list-style-type: none"> • Initial Information Advice and Guidance • Administration of the admissions process • Handling and distribution of post services • General reception duties • General administration • Completion of financial transactions, caching up and banking procedures • Provision of effective and timely IAG to potential learners • Participation in the enrolment process • Support with general Switchboard duties
6	Monitoring of applications to ensure that recruitment is maximised
7	Involvement in admissions and events, open days and enrolment activities
8	Provide support and be able to interview potential applicants
9	Liaise with Job Centres and to manage DWP referrals on a weekly basis
10	Ensure that data is entered timely and accurately
11	Ensure that data is stored securely and appropriately
12	Undertake appropriate in-service training
13	Abide by working policies and ensure that data confidentiality is maintained
14	When necessary, assist with duties relating to the wider Student Support Services functions

Standard Clauses - all Job Descriptions

- To comply with the College's policies and procedures
- To comply with Sandwell College's safety policy and other safety procedures and guidelines are deemed part of the job description. Employees must look after their own Health & Safety and welfare and be mindful of other persons who may be affected by their acts.

PERSON SPECIFICATION

Job Title: Admissions and Enrolment Officer

Candidates will be assessed for shortlist and interviewed against the following criteria.

Shortlisting Criteria		Essential	Desirable
1. Qualifications			
1.1	Level 2 qualifications (GCSE or equivalent at a minimum of grade C) in maths and English	X	
1.2	Have or willing to work towards IAG level 2		X
2. Experience			
2.1	Have reception experience which may include switchboard operation		X
2.2	Have some experience of handling money		X
2.3	Previous experience of using IT technology on a regular basis	X	
2.4	Have experience of working in a busy environment and the ability to work under pressure and meet deadlines	X	
2.5	Have experience of using IT proficiency i.e Word, Excel, Database and Groupwise	X	
3. Skills/Abilities			
3.1	Evidence of good communication skills	X	
3.2	Ability to work part of a team	X	
3.3	Good organisation and administrative skills	X	
3.4	Evidence of good interpersonal skills	X	
3.5	Ability to work flexibly and prioritise effectively in order to achieve departmental targets.	X	
4. Qualities			
4.1	Willingness to work within a team to implement strategic policy	X	
4.2	Genuine understanding of a commitment to Equal Opportunities in practice	X	
4.3	Willingness to work flexibly	X	
5. Other Requirements			
5.1	To help out on evening duties i.e opening evenings, interview evenings and enrolment	X	