|  |
| --- |
| **JOB INFORMATION****JOB DESCRIPTION** |
| **JOB TITLE** | **Advice and Admissions Adviser** | **LOCATION/CAMPUS** |  |
| **FACULTY/GROUP AREA** | **Advice and Admissions** | **CONTRACT TYPE** | **Permanent** |
| **GRADE** | **AP5** | **SALARY SCALEPOINT** |  |
| **HOURS** | **37 hours per week - with some evening and weekend work** | **RESPONSIBLE TO** | **Team Leader – Advice and Admissions** |
| **JOB PURPOSE**  |
| * To deliver an exceptional customer experience that raises the reputation of Activate Learning and sets it apart from other providers
* **Advice -** To contribute to student recruitment and ‘right student, right course’ targets by providing friendly, accessible and relevant information and advice to prospective students and by facilitating easy and accurate enrolment and payments **(40%)**
* **Admissions** - To take responsibility for the application to enrolment conversion of a caseload of students in a link faculty area(s) **(60%)**
 |
| **MAIN DUTIES AND RESPONSIBILITIES**  |
| **Your time will be split into two parts, see below what this will involve and also the percentage of your time:**  |
| **Advice -***To contribute to student recruitment and ‘right student, right course’ targets by providing friendly, accessible and relevant information and advice to prospective students and by facilitating easy and accurate enrolment and payments (40%)** To provide a professional and welcoming front-line response in the Advice Centre for learners and members of the public
* To provide accurate, relevant and impartial information and advice on courses and college services to visitors, students and prospective students through a range of delivery channels, including phone, e-mail and in person, both at the college and outreach venues
* To enrol students, take payments, give refunds and cash up daily
* To carry out fee assessments on potential international learners to check eligibility for fee remission
* To cover the reception desk on a rota basis or on an ad hoc basis as required
* To play a key role in giving advice and guidance at college-based open events for current learners and prospective learners
* To be mentor and support students on work experience and student crew working in the Advice Centre
* To keep up-to-date and knowledgeable about changes to government guidance, policies and procedures relevant for student funding, benefits, financial support schemes and student visa and immigration rules through research and liaison with agencies and your Team Leader
 |
| **Admissions -***To take responsibility for the application to enrolment conversion of a caseload of students in a link curriculum area (60%)** To be the link with one or more faculty areas – following a step by step admissions process from application to enrolment
* Input interviews and offers into the college information system with efficiency and accuracy ensuring daily targets are met
* Pro-actively contact non-attending applicants within agreed timeframes to support learner retention
* Regularly attend faculty meetings in your link area(s) and disseminate appropriate information relating to admissions cycle and activities
* To take responsibility for tracking and reporting on progress with link faculty areas on applications, interviews, offers, enrolments, retention, taking early action to identify and address any issues
* To respond promptly and respectfully to internal admissions enquiries ensuring that these are completed within agreed timeframes.
* To work with the Advice and Admissions Team Leader and Delivery Manager to evolve the service standards of the department and work with team members to ensure that all targets and objectives are met and exceeded
* Any other duties as required by your manager which the post holder could reasonably be asked to undertake, commensurate with the grade of post, at any other of the College’s operational sites.
 |
| **GROUP/ EMPLOYEE RESPONSIBILITIES** |
| * To always work and act in accordance with the group’s Vision, Values and Strategic Plan
* To demonstrate professional behaviour and appearance at all times
* To be responsible for ensuring that the activities under your control are conducted in accordance with the safeguarding and health and safety requirements of Activate Learning’s policies and procedures
* To safeguard the welfare of children, young persons and other vulnerable people for whom you come into contact with, ensuring a learning environment where students feel safe and supported, and British values are celebrated
* To be accountable for own safety and that of colleagues/ visitors to the workplace
* To work in a flexible manner and be willing to undertake other duties as reasonably requested
 |

|  |  |  |
| --- | --- | --- |
| **QUALIFICATIONS & EXPERIENCE** | **TECHNICAL COMPETENCIES /SKILLS** | **BEHAVIOURAL SKILLS** |
| **Essential*** Minimum of a C/4 grade or Level 2 in English and Maths
* NVQ 2 in Information Advice and Guidance (Or willingness to work towards within 12 months of appointment)
* Experience of meeting targets (KPI’s)
* Experience of a busy customer facing environment with multiple priorities

**Desirable*** A-levels or equivalent education or above
* NVQ 3 in Business Administration and/or Customer Service
* NVQ 3 in Information Advice and Guidance
 | **Essential*** Able to meet strict deadlines
* A proactive attitude to problem solving
* Able to work with a large caseload
* Strong data entry skills
* Able to use online and offline IT systems
* Able to handle enquiries and provide information and advice professionally
* Able to keep accurate records and gather data
* Good standard of written English
* Good IT skills including Microsoft packages, particularly Excel and systems that support student recruitment, REMS, ProMonitor
* Knowledge of the further education sector

**Desirable*** Knowledge of the further education sector
* Knowledge of student funding and fee assessing
 | Display and role model the Activate Learning Standards of Behaviour:**TAKE RESPONSIBILITY**, doing what we say we are going to do by:* planning ahead
* staying focused
* meeting agreed deadlines

**EARN RESPECT**, being positive with each other by:* listening attentively
* being honest

**AIM HIGH**, going further by:* setting challenging goals
* being resilient
* improving continuously

**MAKE IT HAPPEN**, by:* taking initiative
* inspiring each other to meet all these standards
 |

***This job description is written at a specific time and is subject to change as the demands of the organisation and the role develops. The role requires flexibility and adaptability and the employees of the Corporation need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.***

***Diversity Statement***

*Activate Learning recognises and values the enriching contribution which people from a range of backgrounds and experiences can bring to the life and development of the Group. We therefore aim to provide an education service which, in its teaching, administration and support services, actively promotes equality of opportunity and freedom from discrimination on grounds of age, cultural background, disability, ethnicity, gender, religion or sexual orientation.*

***Health & Safety Statement***

*All employees have a responsibility to promote and maintain a safe and healthy working environment, by taking reasonable care of their own health and safety at work and the well-being of colleagues and students. Line managers have specific responsibility for the health and safety of the team for which they have general management responsibility.*

***Safeguarding Statement***

*Activate Learning is committed to the safeguarding and welfare of young people and expects all employees and volunteers to share this commitment.*