

Job Description

Job Title:	Admissions and Curriculum Support Officer
Responsible To:	Admissions and Curriculum Support Team Leader
Line Management of other staff:	No
Location:	Colchester
Salary:	£23,492 - £24,050 per annum
Date of last review:	September 2024

Purpose Statement:

To provide a high quality, flexible admissions service, and provide curriculum support to students for the duration of their student journey. To have a particular focus on a specific nominated curriculum area; to include all processes from initial enquiry/application to programme completion.

To gain and develop knowledge of nominated curriculum areas and build excellent working relationships with key staff to enable College policies and procedures to be followed and to answer enquiries, provide administrative support and ensure the smooth operation of a range of College processes.

Main Duties & Responsibilities:

1	To provide an excellent customer experience as the first point of contact responding to enquiries, and providing information, from a variety of stakeholders and through a range of media, showing excellent customer service, and positively promoting Colchester Institute.
2	Be confident in delivering feedback to our customers and in managing concerns of parents, applicants and students in an empathetic and understanding manner. Be able to assess and manage the different reactions of customers while maintaining professionalism.
3	To support nominated curriculum areas, building excellent working relationships and developing detailed knowledge of the curriculum programmes and range of offer, including entry criteria, progression routes and key events throughout the academic year.
4	To take responsibility for the admissions process for your nominated curriculum areas, processing student applications to the college, arranging interviews and students' attendance at welcome days and enrolment. Supporting these activities in person, in accordance with College policies and procedures.
5	To assist in the accurate and efficient processing of applications in line with college policy and procedures, working with College databases, systems and a variety of software packages to support processes, including running data reports, preparing letters, and preparing written correspondence to a high standard of presentation, accuracy and speed.

6	To support key activities and processes throughout the academic year, including, for example, enrolment, funding assessments, parent reports and parent evenings, progress boards, student interviews and welcome/induction days.
7	To provide flexible administrative support for curriculum staff in your nominated areas, including arranging and attending progress boards, processing paperwork for trips and activities and following the student disciplinary procedure.
8	To develop good working relationships with staff in other teams across the College to provide high quality support to all types of customers including Apprenticeships, Registry, Finance, Exams, Student Services and Funding and Information.
9	To carry out specific duties relevant to your nominated curriculum area(s) as needed, examples may include processing DBS forms, educational visits.
10	To work flexibly as a team member providing absence cover and support during annual leave and busy periods. Supporting the wider team by covering reception, answering the course enquiry phone and responding to enquiries using the online chat service.
11	To develop and update personal professional expertise in relevant areas.
12	Adhere to and promote the College's Safeguarding, Diversity, Equity & Inclusion, College Values and Health and Safety policies and practices.
13	To undertake any other associated duties determined by the college.

This job description is current as the date shown. It may be amended in any way following consultation with the post holder to take account of changes or anticipated changes in the organisation or management of Colchester Institute

Person Specification

Job Title: Admissions and Curriculum Support Officer

Qualifications	Essential	Desirable	How is this assessed?
Minimum of Level 2 qualification in English and Mathematics GCSE 4+ or C and above / CSE Level 1 / O-Level C or above / Level 2 Adult Numeracy or Literacy or equivalent.	✓		A
Customer Services qualification.		✓	A
Formal qualification in IT.		✓	A
Experience	Essential	Desirable	How is this assessed?
Experience of providing a flexible customer focused support service in a variety of ways, including face to face, by phone and electronic methods.	✓		A
Experience of working in a busy administrative team environment, managing own workloads and various conflicting priorities.	✓		A / I
Excellent experience of following policies and procedures to process information and produce documents / materials to a high standard of presentation, accuracy and speed.	✓		A / I
Experience of using database systems and an excellent understanding of data protection and the need to be vigilant in ensuring the sharing of personal data has been authenticated prior to release.	✓		A / I
Excellent IT experience, including Microsoft Office products to produce clear and accurate communications, using information from databases and a wide range of communications media.	✓		A / I / T
Experience of providing an empathetic and understanding service while maintaining a calm and diplomatic manner.	✓		A / I
Experience of working in an FE educational setting.		✓	A

Knowledge and Skills	Essential	Desirable	How is this assessed?
Working knowledge and experience of data protection and working with confidential and sensitive information, including GDPR.	✓		A / I
Excellent IT and data processing skills on a wide range of software applications.	✓		A / I / T
A smart worker with the ability to use systems and technology to effectively and efficiently undertake the role.	✓		A / I
Proven ability to work to policies with a high degree of accuracy under pressure, and to meet tight deadlines.	✓		A / I / T
Excellent interpersonal, people and customer care skills with the ability to positively promote Colchester Institute to internal and external customers.	✓		I
Excellent interpersonal, oral and written communication skills.	✓		I
Ability to remain calm and be diplomatic at all times, with a flexible approach to tasks and people.	✓		I
Understanding and commitment to safeguarding the welfare of children and vulnerable adults, creating a safe learning environment.	✓		A / I
Personal Attributes	Essential	Desirable	How is this assessed?
A strong commitment to Equity Diversity, and inclusion.	✓		A / I
Enjoys working collaboratively and seeking collaborative opportunities.	✓		A / I
Ability to work flexibly to meet changing needs and work demands.	✓		A / I
Continuously improving and commitment to own personal and professional development.	✓		A / I

KEY:

A	Application
I	Interview

P	Presentation/Micro-teach
T	Test