

Job Description: Admissions Administrator

Role Specific

1. To administer the processing of all student applications ensuring that data is effectively inputted, checked and maintained securely and that service standards are met in line with the College's Admissions Policy and Service Level Agreement.
2. Deliver excellent customer service at all times being the first point of contact for applicant enquiries, providing essential information and supporting students in making appropriate choices.
3. Support with coordinating the College interviews; setting up appointments in EBS and Microsoft Teams Bookings, collating schedules, processing student letters and interview information, liaising with curriculum, dealing with enquiries, preparing materials and follow up communications and providing meet and greet at the events, including interview evenings.
4. Play a key role in supporting the College's Internal Progression procedure, ensuring students are supported in processing their College applications, provided with timely information, arranged appropriate interviews and reports are produced timely to monitor progress.
5. Provide flexible support to the Schools and Marketing Teams with attendance at key events, to include some additional evening work, providing essential information and promoting the College offer/brand.
6. Strong knowledge of Microsoft Excel and its features along with experience of working with large amounts of data.
7. Support with applicant ring-rounds as required to update students on essential College information, promote our services and support applicant conversion.
8. Support the Marketing team in coordinating targeted activity to promote the College and support applicant conversion.
9. Supporting the Senior Admissions Officer in dissemination of enrolment information to ensure effective communication of the process, encourage attendance and deal with enquiries.
10. Support at enrolment with the processing of student enrolments, checking information, issuing student ID badges, providing information and dealing with enquiries, ensuring a positive customer experience.
11. Support the wider Marketing and Admissions team with any other duties as required to include supporting with College events.

College Responsibilities

1. Share the College's Vision, Mission, Values, Behaviours and communicate them effectively
2. Participate in Staff Review and Professional Development activities and be actively involved in the College's culture of high expectation
3. Value diversity and promote equality
4. Engage in marketing activities and liaison with employers and the wider community in line with College strategies
5. Contribute to cross-college events
6. Adhere to College policies and procedures including health and safety
7. Ensure good communication at all levels
8. Be responsible for safeguarding and promoting the welfare of children, young people and/or vulnerable adults
9. Any other duties that the Principal considers appropriate

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Person Specification	Admissions Administrator
Qualifications and Attainments	Essential / Desirable
5 GCSEs or equivalent including Maths and English at Grade C/4 or above (IT is desirable)	Essential
Level 3/4 Qualification in a relevant field e.g. Business Admin	Desirable
Training, Experience and Knowledge	
Experience of data inputting and administrative delivery in a fast paced environment	Essential
Experience of excellent customer service delivery	Essential
Experience of successfully working in an education or training context	Desirable
Experience of using EBS and Correspondence Manager, or similar systems	Desirable
Personal Skills and Attitudes	
Possess excellent communication skills and customer service skills	Essential
Be a team player	Essential
Excellent IT and administrative skills	Essential
Excellent organisational skills	Essential
Ability to work under pressure and to tight deadlines	Essential
Display initiative, be positive and enthusiastic	Essential
Ability to work independently	Essential
Demonstrate a commitment to equality and diversity, customer service and quality assurance	Essential
Demonstrate a commitment to the process of continuous review and improvement	Essential
Suitability to work with children, young people and/or vulnerable adults	Essential
Flexible approach to working times in line with the College (attendance at Open Events, Parents' Evenings etc., as required)	Essential
Driving licence and access to own transportation	Essential