

## Job Description

<b>Directorate</b>	People, Organisational Development and Culture
<b>Department</b>	Marketing and Admissions
<b>Section</b>	Admissions
<b>Job Title:</b>	Admissions Assistant
<b>Reports To:</b>	Admissions Manager

### Job Purpose

To give administrative support to the Admissions Manager in relation to all College Admissions procedures including answering telephone calls, responding to written messages, and working closely with Curriculum and Business Support Teams.

To work within the Admissions Team, undertaking duties as always directed by the relevant manager providing outstanding customer service. Duties including the processing of applications and the scheduling of interviews.

### Main Responsibilities

#### Service Delivery

Work under the direction of the Admissions Manager or his/her colleagues to ensure the highest standard of customer service are achieved.

Deal with day-to-day correspondence, and where appropriate, drafting responses to communications.

Assist with the delivery of agreed activities at on campus recruitment events, eg overseeing visitor registration, coordinating campus tours, welcoming visitors.

Act as the first point of contact in relation to all admissions enquiries, including telephone calls, and emails, taking messages and responding to them or forwarding them on as appropriate. Act as a point of contact for those outside of the department and liaising with internal and external colleagues and customers.

#### Administration and Information Management

Carry out a variety of business administration tasks within a busy office environment as directed by the Admissions Manager.

Maintain effective filing and record keeping systems that comply with College procedures and audit requirements with due regard to confidentiality and security.

Support the admissions process by processing entering new student applications and interview outcomes onto the MIS system.

Carry out the duties to assist with the enrolment of students, supporting applicants with the completion of their enrolment forms.

Assist the Head of Marketing and Admissions and Admissions Manager in the management of diaries, including organising meetings, scheduling appointments and taking of minutes.

Provide administrative support to the team with due regard to confidentiality and security.

Assist the Admissions Manager by providing basic reports, as requested by staff.

Ensure the UCAS data set is kept up to date.

### **Planning and Organising**

Assist with the planning and delivery of agreed activities at interview events, eg overseeing applicant registration.

### **Teamwork and Team Development**

Meet regularly with the Admissions Manager to discuss progress of work.

Contribute, where required, to the wider work of the Marketing and Admissions Team.

Keep up to date and undertake training and development activities in regards to new developments e.g. new courses, recruitment and admissions policies and procedures, 14-19 qualifications, IT, health and safety. Disseminate information to your colleagues in order to ensure that the Marketing and Admissions department remains up to date and compliant with relevant developments and policies.

### **Special Features:**

The post is based at the Balliol Road site but will have responsibility for supporting course enquiries to all courses and recruitment events across all sites of the College; and so this role may involve some travel between sites.

Supporting the successful delivery of key events eg Open Events, Admissions Evenings, Learner Experience Days and Getting Ready for Uni Days may at times involve working outside normal office hours (including evening and weekend work) and some limitations on when leave can be taken.

### **Responsibilities common to all staff**

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the College on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

The College aims to be a place in which people can work and study free from any form of discrimination. You are responsible for applying the College's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You are required to participate with the Appraisal process, engaging in the setting of objectives to assist in the monitoring of performance and the achievement of personal development.

All employees are required as part of their duties to take responsibility for safeguarding, prevent and promoting the welfare of children and vulnerable adults.

Such other relevant duties commensurate with the post as may be assigned by your manager in agreement with you. Such agreement should not be unreasonably withheld.

### **Review**

This is a description of the job as it is presently constituted. It may be reviewed and updated from time to time to ensure it accurately reflects the job required to be performed, or to incorporate proposed changes.

## Person Specification

In order to be short-listed you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist

Qualifications		Essential	Desirable	How Assessed
1	5 GCSE qualifications (including English Language and maths) at grades 4 or above or equivalent.	x		A/C
<b>Experience and knowledge</b>				
2	Experience of working in a high-volume customer-focused environment, delivering excellent customer service at all times.	x		A/I
3	Competent in the use of ProSolution management information system or an equivalent student database system.		x	A/I
4	Experience of using computerised systems for the input and retrieval of data.	x		A/T
5	Experience of working within an educational establishment.		x	A
<b>Skills &amp; Abilities</b>				
6	The ability to work independently and as part of a team in order to deliver individual and team objectives.	x		A/I
7	A willingness to develop key skills to work within the College's Admissions Team.	x		A/I
8	The ability to communicate clearly and concisely with colleagues from the College and develop systems collaboratively.	x		I
9	Good team working skills and a flexible approach to delivering team results.	x		I
10	Excellent customer service skills.	x		A/I

11	Excellent and detailed working knowledge of Microsoft Office applications including Word, Excel, Access, and Powerpoint.	x		A/I/T
12	Willing to undertake training relevant to recruitment and admissions with evidence of a commitment to equal opportunities and diversity in all aspects of teamwork and service delivery.	x		I
<b>Personal Characteristics</b>		<b>Essential</b>	<b>Desirable</b>	<b>How Assessed</b>
13	Has high expectations of self and others.	x		I/T
14	Takes responsibility for work activities and personal actions and delivers on commitments.	x		I
15	Innovative in response to changing circumstances identifying and or implementing new or improved approaches.	x		I
16	Builds positive relationship with others maintaining mutual trust, candor and respect.	x		T
17	Does the right thing in the right way and is honest and transparent in their approach.	x		T

Key	
<b>A</b>	Application
<b>I</b>	Interview
<b>T</b>	Test
<b>C</b>	Certificate
<b>P</b>	Presentation

## Vision, Mission and Values

### Vision

To be the best College in the country.

### Mission

To inspire, challenge and transform lives.

### Values



#### ***Excellence***

We have high expectations of ourselves and each other.



#### ***Accountability***

We own what we do, learn from our mistakes and constantly seek to improve



#### ***Innovation***

We seize opportunities and are bold and dynamic in our approach



#### ***Collaboration***

We are one team and work hard to serve each other well



#### ***Integrity***

We are honest and transparent and do the right thing in the right way

## Main Terms and Conditions of Employment

<b>Salary</b>	Grade 2 Salary £19,347
<b>Holidays</b>	35 days plus 8 statutory bank holidays
<b>Pension</b>	LGPS Pension
<b>Contact Type</b>	Full-time and part-time, permanent
<b>Working Weeks</b>	52
<b>Hours of Work</b>	Minimum of 35 per week