

JOB DESCRIPTION

CAREER FRAMEWORK	Customer Focused
JOB TITLE	Admissions Supervisor
LEVEL	SCP 28,29,30,31 £29,766 - £32,533
REPORTING TO	Head of Admissions

SUMMARY OF POST: The post holder will work as part of the Admissions team to support the Head of Admission in the coordination of provision and development for the effective delivery of a high-quality service to students, staff and visitors to the College

The service encompasses ensuring that telephone/e-mail/written enquiries, applications, the co-ordination of pre-entry interviews, offers, acceptances, enrolments and the associated data collection and compliance requirements are met.

Staff to work closely with the Head of Admission to support the effective planning and delivery of the admissions and reception services provided.

KEY RESPONSIBILITIES

Provide day-to-day supervision and support to the team to ensure individuals are supported and developed to deliver an excellent service.

Supervise and develop the Admissions Team to ensure the following tasks are achieved:

- Assist with the organisation planning and co-ordination of the admissions department, Contact Centre and reception to deliver a high quality, customer focus, reception, information and enrolment service to prospective and existing students.
- Co-ordinate and support the enrolment, application and interview process and effective implementation of deliver, in line with the college process
- Co-ordinate and planning of staff rotas to ensure that all telephone and e-mail enquiries are handled effectively, in a timely manner and directed on to the appropriate person for action.
- Ensure that all in-bound calls are dealt with effectively and in-line with the College service Level Agreement of 95% success
- Ensure the team achieve outbound call targets around particular projects such as destinations, chasing interviews/enrolments and supporting work-based learning
- Ensure effective staffing levels and that when required the team support MIS colleagues
- Ensure effective and fair staffing around early mornings, lunchtimes and out of hours working such as Interview Evenings and Open Evenings
- Maintain an up-to-date knowledge of courses run at the College, including information on fees, course content, progression routes and student support and to ensure that the team are updated with current changes
- Coordination of the front of house reception for the College as the first point of contact for all visitors, students and staff to the College. Ensure records of all visitors to the College, are being issued to visitors with ID cards or temporary ID cards and lanyards.
- Co-ordinate and support student enrolments efficiently ensuring that fees taken are accurate, that the data entry is accurate and complies with guidelines issued by MIS. This will involve ensuring that the team are assessing each student for eligibility to study the

course and determine fees to be paid. Support in the preparation of money for daily banking in accordance with the College's Financial Regulations.

- Ensure the team processes all student declarations effectively and timely and ensure they are with the appropriate resource to process. These include Learning Support Requests, International Applications and Criminal Convictions.
- Ensure the effective scheduling and tracking of student interviews. This incorporates initial invitation through to confirming attendance and offer status
- Ensuring compliance in all admissions operations with the Tier 4 Highly Trusted UKBA licence
- Work flexibly when required, including open days, admissions evenings and during the enrolment period, to meet the business needs.
- Ensure records are compliant by analysing compliance reports to check student records are accurate and adhere to College Compliance Regulations.

Be aware of and follow College policies and procedures, with particular attention to health and safety, safeguarding, risk management, equality and diversity, quality and our values and behaviours. You will be required to attend training, as necessary.

CRITERIA

RECRUITMENT

- Level 2 ICT, English and Maths
- Experience of leading a team or project and setting and monitoring workloads and activities
- Experience of working in customer services or administration, preferably within a Further Education establishment
- Experience of using Microsoft Office
- Experience of data entry

ESTABLISHED

- Completed probation period satisfactorily
- Completed relevant in-house training to the job role
- Demonstrable evidence of the team achieving KPIs
- Demonstrate evidence of continued improvements in team

EXPERIENCED AND QUALIFIED

- 2 years' experience or relevant experience in the role
- Advanced use of college systems
- Participate in management training
- IAG level 2 or equivalent management qualification
- Demonstrate focus on student success in job role

DEVELOPED STAGE – Assessed against the values and behaviours

PERSON SPECIFICATION

- Ability to make decisions
- Ability to manage and motivate people
- Good time management and organisational ability
- Excellent customer service skills and a genuine interest in working with and helping customers
- A confident telephone manner, coupled with the ability to be patient and calm
- Good communication and listening skills together with the ability to liaise with curriculum and service departments across the College
- Effective written and verbal communication skills
- Ability to work as part of a team and on own initiative

- Positive, enthusiastic and can-do attitude
- Be able to handle complaints and difficult situations
- An awareness of cultural diversity
- Strong keyboard skills and computer literacy along with a good attention to detail and data input accuracy
- Ability to mail merge and create labels plus archive files
- Ability to work flexibly to meet the needs of the College
- Excellent customer service skills and a genuine interest in working with and helping customers
- An awareness of cultural diversity

SKILLS AND EXPERIENCE

- Experience of working in administration and customer focused environment
- Experience of working with a range of software packages – word, excel, outlook
- Experience of inputting data and maintaining clear and accurate records

Date approved

August 2022

This job description is current as at the date shown above. In consultation with the postholder it is liable to variation by the Principal to reflect or anticipate changes, in, or to, the post and the organisation.

The job description gives an overview of the main responsibilities of the role. The daily job will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.