

JOB DESCRIPTION

Post: Admissions and Course Administrator

Pay Scale: Scale 4 - £20,898 to £22,250

Line Manager: Head of Student Services

Business Support Area: Student Services

The Key Tasks:

To provide a responsive and customer focussed service for all student enquiries and applications.

The Core Purpose of the Post:

- To provide as part of a team, a centralised administration service for potential, new and existing students
- To support all aspects of the application process from promotion through enquiry, application, enrolment, on course and progression,
- To ensure a consistent, high quality service for internal and external customers is delivered

Main Responsibilities:

1. Work as part of a team of Administrators with responsibility for providing a coherent administration service for enquirers, students and staff through all phases of the admissions process from enquiry to enrolment, on course, progression opportunities and graduation
2. Work with other college staff regarding the administration and customer service activities associated with admissions and programme/course support
3. Use appropriate skills and information sources to interpret customer requirements that are made by telephone and electronically, in order to make appropriate response and referral.
4. Undertake accurate data input of personal, enquiry, application, interview and course information, including student progress data, using the college information system, other web-linked databases and IT packages.
5. Support cross college activities, events and initial assessment sessions which form part of the admissions and progression process.
6. Take telephone and electronic bookings and payments as required.
7. Follow systems and processes in accordance with College procedures.

8. Work in a manner that promotes excellence in customer care including participation in the core staff development schedule for the department.
9. To promote equality and diversity practices across the organisation, working at all times in accordance with the College's commitment to Equality and Diversity.
10. To undertake all duties confidentially in accordance with the Data Protection Act.
11. To participate in the College's staff development programme taking responsibility for maintaining continuous professional development both in relation to the role and business priorities.
12. To participate in the College's continuous improvement process engaging in self assessment and other quality initiatives aimed at becoming an outstanding College.
13. To be familiar, comply with and keep up-to-date with any policies and procedures laid down to ensure health and safety in the workplace.

SAFEGUARDING STATEMENT

Ruskin College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. This post will require you to have a DBS Barred Lists check prior to commencement of employment.

The successful candidate for this appointment will be required to apply for an Enhanced Disclosure through the Disclosure & Barring Scheme. Further information on the Disclosure process can be found at: www.gov.uk/disclosure-barring-service-check.

DATA PROTECTION AND CONFIDENTIALITY

All staff are responsible for ensuring that any personal data which they hold is kept securely; personal information is not disclosed either orally or in writing or accidentally or otherwise to any unauthorised third party; and personal data is only used for the purpose for which it is being held.

EQUAL OPPORTUNITIES

It is the responsibility of the post holder to promote equal opportunity and recognition of diversity throughout the College.

HEALTH AND SAFETY

The post holder will be required to:

- Promote health, safety and welfare throughout the College.
- Undertake their duties and responsibilities in full accordance with the College's Health & Safety Policy and Procedures.
- Take responsible steps to safeguard their own safety and that of others with whom they work.

PERSON SPECIFICATION

JOB TITLE Admissions and Course Administrator

BUSINESS SUPPORT ARE Student Services

SCALE Scale 4

TENURE Full time

Criteria	Essential	Desirable	Evidenced by
Professional Knowledge & Experience	Experience of customer care Experience of carrying out routine administrative procedures in a busy office environment. Experience of retrieving, inputting and updating client records using a bespoke database.	Experience of working in administration in an education setting Relevant level 2 in Business Admin, ICT, Customer Service	Fully Completed Application Form Interview reference
Skills & Competencies	Have accurate functional ICT and administrative skills Ability to communicate effectively with a wide range of people using various methods Be able to work well as an integral part of a team Ability to organise and manage time effectively, and work to deadlines.		Application Form Interview Reference
Personal Attributes	Commitment to educational values. Commitment to quality Prepared to work flexibly Empathetic and solution focussed Able to cope with difficult situations		Interview

Date prepared: 8/5/17

File name: