



Admissions Assistant Job Description

Area	: Marketing and Schools Partnerships
Salary	: £20,103.60 (per annum)
Hours of Work (Full-time/Part-time)	: 37
Line Manager	: Admissions and Reception Supervisor
Responsibility for	: An efficient and effective service for all prospective learners

Main Purpose of Job:

To provide an excellent admission service and reception support, including telephone duties and administrative support in order to ensure that the provision:

- Meets the needs of learners, employers and other stakeholders;
- Is of the highest possible quality in terms of learner outcomes and learner/employer satisfaction;
- Is effective, efficient and provides excellent value for money;
- Reflects the vision, mission, aims and values of the College;
- Is innovative, developmental and sector leading; *and*
- Promotes a culture of excellence and equality.

The post-holder will be a member of the Admissions department.

Key Duties and Responsibilities:

1. Planning and organisation of Admissions guidance events along with Open Days and any additional event to support the Marketing and School Partnerships department.
2. Operate the College's telephone course enquiry line to receive, acknowledge and transfer calls, take and transmit telephone messages as required, take and transmit urgent messages to learners as required.
3. Provide appropriate communication in the event of emergency evacuation of the College buildings, as laid down in the College's Health & Safety Policy.
4. Respond to all initial Marketing enquiries and queries including course start dates, venues etc.
5. Assist with the information mailbox which includes assessing which enquiries are relevant to each department.

6. Provide a welcoming and professional first impression environment for visitors.
7. Record and manage Applications using the College's own Database and competently use Microsoft Office packages.
8. Assist with learner recruitment, including support at Open Evenings, Enrolment and Marketing/Schools events.
9. Maintain office stock and arrange ordering of new supplies.
10. Support all internal communications.
11. Assist with market research and promotional efforts directed at specific target groups, i.e. schools, employment sector, unemployed, community.
12. Contribute to internal and external marketing events and activities.

Generic Duties and Responsibilities:

1. Promote a culture of innovation, excellence and equality.
2. Reflect the vision, mission and values of the College.
3. Manage all delegated resources and budgets flexibly and efficiently in accordance with allocation.
4. Contribute to the development of and ensure compliance with all College policies, procedures and agreements.
5. To actively contribute to the risk management of the College.
6. To positively promote and implement the College's strategies on equality, diversity, safeguarding.
7. Undertake appropriate staff development activities that support personal development and the changing needs of the College and its environment.
8. Be aware of, and responsive to, the changing nature of the College and adopt a flexible and proactive approach to work.
9. Undertake such other duties as may reasonably be required commensurate with this grade, at the initial agreed place of work or at other locations in the College catchment area.

This Job Description is current as the date shown. In consultation with the post-holder, it is liable to variation to reflect changes in the job.

Admissions Assistant

Person Specification



	Assessment Method					
	Application Form	*Test	Interview	Psychometric Testing	Qualification Certificates	References
*Test = Skills Test/Knowledge Test/Micro Teach/Presentation						
Education and Qualifications						
<u>Essential</u>						
• GCSE Grade C (4/5) in English and Maths or equivalent	✓				✓	
• Previous office/administrative experience	✓		✓			
• IT qualification (or willingness to work towards)	✓		✓		✓	
Skills and Experience						
<u>Essential</u>						
• Experience of working and communicating effectively with people	✓		✓			
• Ability to work with empathy	✓		✓			
• Ability to develop relationships with learners, staff and parent/carers	✓		✓			✓
• Ability to develop and maintain professional relationships with external agencies	✓		✓			
• Ability to work effectively with a wider staff team	✓		✓			✓
• Ability to carry out administrative duties effectively	✓		✓			
• Understanding of equality, diversity and inclusion in working and learning environments	✓		✓			
• Ability to promote learning and opportunity for all	✓		✓			
• Excellent digital literacy skills	✓		✓			
<u>Desirable</u>						
• Experience of working in an educational environment	✓		✓			
Personal Attributes						
<u>Essential</u>						
• Excellent interpersonal and communication skills	✓		✓			✓
• Excellent organisational skills	✓		✓			✓

• Excellent team-working skills	✓		✓			✓
• Ability to communicate effectively	✓		✓			✓
• Ability to prioritise, work under pressure and to meet deadlines	✓		✓			
Other requirements for employment/engagement						
<u>Essential</u>						
• Enhanced DBS check						

Updated: April 2023