



JOB DESCRIPTION

Job Title: Admissions Officer
Department: Admissions/Curriculum Admin
Reporting To: Admissions Manager
Date JD produced/revised: December 2021

The primary purpose of this job role is to;

To provide an outstanding college Admissions service for all applicants across all college campuses.

The primary duties, tasks and responsibilities of this job role are to;

1. Being responsible for the Admissions of the applicants at both campuses. This will include:

- 1.1 Receiving and responding to all applications for full time, part time and HE courses, ensuring Admissions KPI's are met – this includes the initial receipt of applications.
- 1.2 Inputting all applications and student information on the student database (EBS) and checking all the appropriate information has been given.
- 1.3 Liaising with schools and other education establishments to chase references and any addition information that is required.
- 1.4 Liaising with other departments in the college to ensure complex applications are resolved.
- 1.5 Regularly check new applications that have been submitted through the Cambridgeshire Area Partnership (CAP) school system (MyChoice16) and be a point of contact in Admissions for these applications.
- 1.6 To maintain the effective and secure storage of student files and ensuring they are always up to date.
- 1.7 To be a point of contact for all recruitment at both campuses. This will require; liaising with tutors, parent(s)/carer(s)/guardian(s) and applicants.
- 1.8 Processing applicants offers on the student database (EBS).
- 1.9 Send relevant correspondence to the applicants – invitation for interviews, rescheduled interviews, confirmation of offer, enrolment information.
- 1.10 Ensuring returner rates increase – this involves liaising with departments/tutors to identify students who are able to progress and adding this information to the student database (EBS).
- 1.11 Assisting with Open Events and Career Events. This may involve occasional evening/weekend work.
- 1.12 To work with others to achieve quality standards such as Matrix accreditation.

2. Contributing to the operational effectiveness of the MIS & Exams department by:

- 2.1. Supporting all colleagues, particularly academic staff with all aspects of MIS systems and processes.
- 2.2. Assisting in the development, maintenance and documentation of efficient administrative and system practice within the department.
- 2.3. Working collaboratively with colleagues across the department to ensure that adequate and appropriate cover is provided in all sub teams at all times. For example; during enrolment, peak examination sittings.

3. To have a detailed working knowledge of the College MIS. This will include:

- 3.1. Collecting, entering, verifying and maintaining data across:
 - i. Enquiries
 - ii. Applications/Interviews/Offerers
- 3.2. Pro-actively identifying where use of reporting can improve the accuracy and completeness of data.
- 3.3. Identifying and amending areas of inaccurate and/or incomplete data.
- 3.4. Working with college staff and partners to improve the accuracy and integrity of all data.
- 3.5. Entering and/or verifying data on additional systems when required.

4. To ensure compliance with all funding body, Data Service and Information Authority regulation, specification and advice. This will include:

- 4.1. Being familiar with current funding methodology.
- 4.2. Prioritising workload to ensure all deadlines are met.
- 4.3. Understanding the implications of Agency funding regulations on student fees/concessions.
- 4.4. Contribute to achieving excellent outcomes during College audits.

5. Provide a high level of customer service to all service users.

- 5.1. Ensuring all enquiries and complaints are seen through to conclusion, where possible.
- 5.2. Escalate complaints to the appropriate level, where required.
- 5.3. Responding in a helpful and prompt manner, even when you are unable to assist.
- 5.4. Actively promote college services where possible.

6. Health and Safety.

- 6.1. To act in a safe manner at all times and in accordance with the College's health and safety policies and practices to ensure the health and safety of oneself, staff, students and visitors to the college.
- 6.2. Following college procedure in the safeguarding of all students, ensuring the data protection regulations are adhered to.
- 6.3. Attending and completing any mandatory training.

7. General

- 7.1. To work collaboratively with colleagues to maximise the efficiency and effectiveness of the college and directorate.
- 7.2. Actively advance equality of opportunity and foster good relations within the college community.

Other Accountabilities

1. To maintain professional standards in relationships, including non-discriminatory practices, and to maintain a high level of confidentiality and discretion.
2. Actively support the College's values, policies and procedures, particularly responding to those relating to health and safety, safeguarding, equality and diversity, data protection and GDPR.
3. Be familiar with and promote safeguarding requirements, as outlined in the Safeguarding Policy and Procedure and ensure you undertake appropriate training provided by the College.
4. Carry out such duties and responsibilities under the Health and safety at Work (etc) Act 1974 and associated legislation as described in the College's Health and Safety policy documents
5. Adhere to the Risk Management Policy and to notify your line manager of any identified risk.
6. Such other duties commensurate with the grade of the post as may be reasonably required at any of the College locations.

The resource management responsibilities of this role are;

Financial:

People Management:

Other:

Special conditions or working arrangements applicable to this role are;

This post is defined as regulated activity. The postholder is required to hold an enhanced DBS disclosure check deemed acceptable to the College.

The College is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all employees and volunteers to share this commitment.

Please note that this job description is current as at the date shown above. In consultation with you, it is liable to change to reflect changes in the job.

Terms and Conditions	Details
Salary Scale	APT&C Scale 4
Salary: (to be pro-rated if part-time)	£18,776 - £20,923 p.a.
Location:	Cambridge
Superannuation Scheme:	Local Government Pension Scheme
Number of hours to be worked per week	37 hours
Full year or term time only contract	Full Year
Contract type	Permanent
Annual Leave Entitlement	27 days per annum

EMPLOYEE PROFILE

Post: Admissions Officer

ATTRIBUTES	ESSENTIAL ATTRIBUTES CANDIDATES MUST HAVE ON ENTERING THE ROLE	ADDITIONAL KEY ATTRIBUTES ALREADY HELD OR TO BE DEVELOPED TO PERFORM THE ROLE	ASSESSMENT METHOD e.g., application form, interview, tests
Qualifications	Level 3 ITQ / Business Administration qualification or substantial experience in a similar role.	Information, Advice and Guidance qualification.	Application form Interview Certificates
Related Experience	Experience within an education environment i.e. FE, HE. Significant experience working in an administrative role in a busy office environment.	Experience of using management information systems in an educational environment. Experience within a similar role.	Application form Interview References
Special Circumstances	Willing to work occasional evening/weekends to participate in college Open and Advice Days and other similar events.		Interview
Knowledge, skills and abilities	Outstanding communication and customer services skills. A working knowledge of the Data Protection Act and GDPR. Good IT skills preferably Word, Excel, Outlook. Excellent admin and organisational skills. Able to prioritise task and demands and work under pressure. Ability to analyse data. Ability to work under pressure and to meet tight deadlines. Excellent team player.	Ability to maintain high levels of accuracy.	Application Interview References
Disposition and approach	Reliable, conscientious, friendly and approachable.	Equality and diversity training.	Interview References

	<p>Maintains professional standards at all times.</p> <p>Patient, understanding and pro-active in customer care.</p> <p>To promote and safeguard the welfare of children and vulnerable Adults.</p> <p>Commitment to equality & diversity.</p>	<p>Safeguarding training.</p>	
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