



JOB DESCRIPTION

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| JOB TITLE: | Sessional Admissions Assistant - (Fixed Term until October 2024) |
| HOURLY RATE: | £13.58 per hour |
| STATUS: | Sessional |
| HOURS: | Variable – To be discussed at interview (Must be available to start as soon as possible) |
| RESPONSIBLE TO: | Deputy Head of Admissions and School Liaison |
| CAMPUS: | Strodes college campus (with flexibility to work at our other 3 campuses as required) |
| JOB PURPOSE: | As a member of the Admissions and School Liaison department, you will deliver an effective and responsive frontline service. This includes administration, inputting and retrieving information from the database, tracking applications, enquiries and preparing correspondence. |

N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated by the Principal.

The main duties and responsibilities of the post include the following:-

1. To process applications, enrolments efficiently and accurately using the College database. This includes administration, inputting and retrieving information from the database, tracking applications, enquiries and preparing correspondence in accordance with the Admissions and School Liaison department's procedures.
2. To deal promptly and efficiently with face-to-face, telephone and e-mail enquiries. To pass on to appropriate staff those enquiries requiring specialist assistance. To seek at all times to exceed customer expectation of the student/customer support activity.
3. Utilising your practical digital skills use technology including a CRM system as part of your day to day role in order to best maximise the impact of the Admissions and School Liaison department.
4. To build a strong knowledge base on the range of courses offered by the College Group.
5. To work towards and assist the Deputy Head of Admissions and School Liaison with maintaining agreed department operational procedures and practices, contributing to a high quality information service.
6. To fulfill duties in a professional manner in order that the customer has a good impression of the College.
7. To ensure that all aspects of the Admissions and School Liaison department work are conducted in an impartial and unbiased manner, implementing the college's policy for parity of treatment and equality and respect for all.



8. Any other duties commensurate with the grading of this post as may be required from time to time.

NOTE

The post may be based at one of the current College campuses, but the duties of the job may require the post holder to work at any College campus or other location connected with the work of the College. Travel between the college's main campuses will form a requisite part of this post.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.

The post holder is required to have a commitment to:

- The continuing development and implementation of the College's Diversity & Equality Policy.
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular.
- The principles and procedures set out in the College's Safeguarding and Promoting Welfare for Children & Vulnerable Adults Policy.
- The principles and procedures set out in the College's Data Protection Policy

July 2023

PERSON SPECIFICATION

Sessional Admissions Assistant – (Fixed Term until 1st October 2023)

| | Essential | Desirable | Source of Evidence |
|--|-----------|-----------|--------------------|
| EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS | | | |
| A good level of education overall, with minimum Grade C/4 at GCSE in English and Mathematics or equivalent qualification (Please state this in your application form) | ✓ | | AF |
| EXPERIENCE | | | |
| Experience of working in a customer-focused environment and providing high quality customer service. | ✓ | | AF / IV |
| Demonstrable experience of providing high quality administration skills. | | ✓ | AF/IV |
| SKILLS / KNOWLEDGE / ABILITIES | | | |
| Demonstrable oral and written communication skills | ✓ | | AF/IV |
| Proven experience of administration work | ✓ | | IV |
| Demonstrable IT skills including Microsoft Word, Excel, Outlook, Internet and ability to work with complex databases. | ✓ | | AF |
| Proven ability to be flexible and adapt to changing working environment | ✓ | | IV |
| Proven ability to work effectively in a team | ✓ | | IV |
| Proven organisational skills and the ability to work under pressure and meet deadlines. | ✓ | | IV |
| High level of attention to detail and accuracy | ✓ | | IV |
| Full Driving Licence | | ✓ | AF |

Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview

All of the elements marked IV will be assessed at interview

All of the elements marked AF/IV will also be assessed at interview

All or some of the elements may be assessed by the Test/Presentation