# Title: Temporary Student Recruitment Assistant

**Responsible to:** Marketing and Admissions Manager

**Reporting to:**  Student Recruitment Team Leader

**Grade:**

**Contract Status:** Temporary

**Hours of work:** Part Time (22 p/w)

**Date:** May 2019

**Role Summary:**

* To support the College’s activity to maximise the recruitment of students by assisting the Marketing and Admissions team, helping to ensure that the student experience as a City College applicant is outstanding.
* To provide administrative support using the college student record system, inputting and updating application records, including personal details and contact information.
* To communicate with college applicants to book interview and assessment appointments, ensuring that information is recorded accurately and that relevant e-mails and text messages are sent.
* To provide front of house customer services in a busy reception and advice area.
* To support college applicants (both young people and adults) to ensure that they have the information required to start their course, and to help make their first day at college a positive experience.

**Key Responsibilities:**

* Assist activities which form part of the college admissions process, such as interview sessions, assessments and enrolment events.
* Ensure application information is accurately processed
* Provide cover for college reception staff as required
* Ensure that applicant information is filed accurately and securely
* Produce Student ID Cards as part of the enrolment process, ensuring that personal details and access permissions are accurately recorded.
* Be aware of Data Protection requirements and Health and Safety procedures
* Respond to queries and requests for information from applicants, staff and students as appropriate
* Cover the work of other colleagues within Marketing and Admissions where necessary and take on the coordination of small projects in order to broaden personal experience
* Present the college in the best light at all times and ensure that all areas of personal activity comply with standards laid down by the college and relevant outside agencies.
* Carry out all duties with due regard to Health and Safety Regulations.
* Be aware of the promotion of equality of opportunity for college applicants and stakeholders
* Carry out other duties as may reasonably be required

This job description is intended to provide a general guide to the duties and responsibilities of the post and aims to set this in the context of the framework within, which the post holder is expected to operate.

This job description should not be viewed as a legal document not a set of conditions of service and it can be received at any time in light of the needs of City College.

Any amendments to the job description will be discussed with the line manager and post holder and subsequently confirmed in writing.

This job description is correct at May 2019. It will be updated in consultation with the post holder as circumstances change.

**PERSON SPECIFICATION: Temporary Student Recruitment Assistant**

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|  | **Essential** | **Desirable** |
| **Education, Qualification and Training** | | |
| GCSE A\*-C English and Maths | √ |  |
| A full Level 2 Qualification (5x GCSE Passes or equivalent) | √ |  |
| Qualifications at Level 3 or above |  | √ |
| **Experience** | | |
| Experience of working in a customer-focussed environment | √ |  |
| Experience of administrative systems and data entry | √ |  |
| Experience of working with 16-18 year olds |  | √ |
| Experience of a busy working environment and task management | √ |  |
| Experience of working at events |  | √ |
| **Knowledge and awareness** | | |
| Understanding of College values | √ |  |
| Understanding of Data Protection issues and GDPR | √ |  |
| Awareness of equality and diversity | √ |  |
| Awareness of Further Education Provision, and the range of students who may access college courses |  | √ |
| **Skills** | | |
| Ability to communicate with external stakeholders with conviction and clarity (verbal and written) | √ |  |
| Ability to learn administrative systems quickly, and record data accurately | √ |  |
| Creative problem solving ability | √ |  |
| Full Driving Licence |  | √ |
| **Attitudes and Attributes** | | |
| Passionate about educational achievement | √ |  |
| Demonstrates a ‘can do’ attitude and a commitment to outstanding service | √ |  |
| Organised and thorough in approach to work tasks | √ |  |