

Title: Student Recruitment Coordinator - Admissions

Responsible to: Marketing and Admissions Manager

Reporting to: Student Recruitment Team Leader

Grade: 4

Contract Status: Permanent

Hours of work: Full Time (37h p/w)

Date: 24/8/2018

Role Summary:

- Co-ordinate, manage and deliver a programme of events, presentations and activities aimed at attracting students to choose City College as their preferred place to study.
- Provide comprehensive and impartial information, advice and guidance to assist students in making their next choice in education.
- Attend external events at schools, colleges and other organisation to provide advice and guidance to potential students and their parents. Events can take place during evenings and early morning and frequency will be high during peak recruitment periods.
- To ensure that outstanding customer service is delivered to all ensuring that enquiries, applications and enrolments are recorded and distributed in accordance with College procedures and service standards.
- To work as part of the College front of house team, guiding new students through the application and enrolment process, dealing with face to face enquiries, telephone calls, and e-mail communications. Understanding and explaining the various fees and financial support available to students.

Key Responsibilities:

- Provide Information, Advice and Guidance services (face to face, on the phone and on email) to a wide variety of customers, monitoring and processing all course applications and interview schedules. Understand and explain the relevant fee payments and support funding available to applicants.
- Co-ordinate and lead activities which form part of the admissions process, such as keep-warm course tasters, interview sessions, open evenings and external events.
- Attend internal and external events representing the college including assembly presentations, careers fairs and open events.
- Respond to queries and requests for support from applicants, students and staff, including delivering impartial advice and guidance on course and progression choices, financial and childcare support
- Promote and foster good links with schools, agencies and other referral sources to increase applications in line with College targets, and develop and improve College services.
- Monitor and report attendance, and support teaching staff with behavioural issues and disciplinary procedures for 14-16 learners, liaising with partner schools and organisations in line with service level agreements
- Work directly with curriculum areas to ensure that all necessary pre-enrolment information is received and recorded to contribute to the college enrolment process and provide an outstanding student joining experience
- Provide accurate information for students referred through partner agency schemes, ensuring that college tutors and agency staff receive regular updates and communication in line with service level agreements
- Support the College's marketing and information gathering activity, ensuring that opportunities to promote are sought out as well as responded to.
- Enable recruitment and guidance procedures to be carried out in line with best practice guidelines with regard to safeguarding, equality and diversity
- 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
- Keep up-to-date with developments in the College curriculum and progression opportunities, and in the wider world of education, in order to ensure that information is timely and accurate

- Contribute to the development and implementation of the department quality improvement plan
- 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
- Undertake professional development and training to contribute to individual and College development as agreed through the College Performance Appraisal Scheme process
- Carry out all duties with due regard to Health and Safety Regulations.
- Ensure compliance with the Financial Regulations of the College.
- Positively promote equality of opportunity for staff and students
- Carry out other duties as may reasonably be required from time to time

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 2015. It will be updated in consultation with the post holder as circumstances change.

PERSON SPECIFICATION: Student Recruitment Coordinator - Admissions

	Essential	Desirable	How Assessed
Education, Qualification and Training			
GCSE (or Level 2 equivalent) in English and Maths grade A*-C/9-4	X		Application and Certificates
Educated to at least Level 3 (such as A-Levels, NVQ or Diploma at Level 3)	X		Application and Certificates
Sales, guidance, learning support or similar qualification at Level 3 or above		X	Application and Certificates
NVQ3 Information, Advice and Guidance		X	Application and Certificates
Experience			
Experience of working in a busy customer service role/s	X		Application and Interview
Experience of delivering presentations and explaining information and processes	X		Application and Interview
Experience of co-ordinating multiple administrative tasks	X		Application and Interview
Experience of organising and running multiple events		X	Application and Interview
Experience of working with 14-19 year olds		X	Application and Interview
Experience of working at promotional or guidance events		X	Application and Interview
Experience in an education or training role		X	Application and Interview
Experience of delivering Information, Advice and Guidance		X	Application and Interview
Knowledge and awareness			
Understanding of College values	X		Application and Interview
Understanding of data protection	X		Application and Interview
Understanding of factors that influence student choice and the requirement to provide impartial advice and guidance		X	Application and Interview
Knowledge of post-16 education		X	Application and Interview
Skills			
Ability to co-ordinate and deliver external events including group presentations to large audiences	X		Application and Interview
Ability to communicate with a wide range of internal and external stakeholders	X		Application and Interview
Excellent admin and organisational skills with the ability to co-ordinate multiple tasks	X		Application and Interview

Creative problem solving ability	X		Application and Interview
Ability to take ownership of issues and problems and work to find an appropriate solution	X		Application and Interview
Ability to work as part of a team in a busy customer facing environment	X		Application and Interview
Highly competent user of MS Office including Outlook, PowerPoint, Word and Excel	X		Application and Interview
Ability to work flexibly and adapt to change	X		Application and Interview
Full Driving Licence	X		Application
Attitudes and Attributes			
Passionate about educational achievement	X		Interview
Demonstrates a 'can do' attitude and a commitment to outstanding service	X		Interview
Organised and thorough in approach to work tasks	X		Interview