A logo with a red and blue circle

Description automatically generated**ROLE DESCRIPTION**

**Post:** Enrolment Assistant

**Sector/Section:** Marketing, Projects and Student Administration

**Salary:** Scale point 13: £11.63 per hour

**Full time/Pro-rata**  Casual

**Fixed term/Permanent:** Fixed Term/Temporary

**Line Manager:** Student Information Manager

**Immediate Supervisor**: Senior Student Information Officer

**Location:** May be required to undertake duties at any of the College Centres.

**Hours of Work:** Variable hours to be worked in accordance with service requirements.Flexibility is required as you will be required to work in the evening during enrolment.

**Purpose and Objectives of Role:**

To support the work of the department and ensure an outstanding service is provided to internal and external customers in an efficient and effective manner, in line with College values.

**Specific duties of the role:**

1. Provide excellent customer service by delivering information, answering questions, and resolving queries in a positive, accurate and professional manner.
2. Assist with setting up for enrolment.
3. Answer telephone enquiries and provide telephone support for the enrolment process.
4. Provide administrative support and data input.
5. Input enrolment details onto the student database with accuracy.
6. Support learners to complete their enrolment over the phone, via email or face to face.
7. Enrolment of students.
8. Contact learners who have not completed their online enrolment.
9. Produce student ID badges.
10. Data Checking and Validation including ID badge images, signatures and qualifications.
11. Assist with collection of Destinations data from previous learners.
12. To uphold the Values of the College listed below.

**ROLE RESPONSIBILITIES**

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|  |  | Job evaluation Reference (for  Office use only) |
| **Operations** |  |  |
| * Provide administrative and customer service support to the College and to work as part of a team |  |  |
| * Assist in the achievement of service standards and performance indicators. |  |  |
| * Assist at enrolment |  |  |
| Resources  * Responsibility for Equipment/Materials/Health & Safety/Accommodation |  |  |
| * Maintain safe working practices in accordance with College Health and Safety Policies and Procedures * To be responsible for promoting and safeguarding the welfare of all learners for whom you have responsibility or with whom you come into contact. |  |  |
|  |  |  |
| **Contacts and Relationships**   * College staff and students * Applicants and their parents/ guardians * Enrolment-related stakeholders – eg school staff, careers advisors |  |  |

**College Values**

* Ensure commitment to College Values and customer care at all times.

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| **Information/Co-ordination** |  |  |
| * Maintain confidentiality * Ensure compliance with GDPR. * Comply with the College Staff Code of Conduct * Ensure compliance with Computer Misuse Act. |  |  |
| **Quality/Equality of Opportunity** |  |  |
| 1. Meet quality standards set in the Service area. 2. Ensure compliance with Bury College Policies and Procedures. |  |  |

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| **PERSON SPECIFICATION** | Method of |
|  | Assessment |
| **ENROLMENT ASSISTANT** |  |
|  |  |
| **QUALIFICATIONS** |  |
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| * A good general standard of education including Maths and English Grade 9 – 4 (or equivalent) is desirable. | Application form |
| * Level 3 qualification. |  |
| * Level 2 IT qualification is desirable. |  |
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| **EXPERIENCE** |  |
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| * Previous work experience in a customer facing role is desirable. * Previous administrative work experience is desirable. * Experience of working as part of a team is desirable. * Experience of working in an educational establishment is desirable. | Application form and interview |
|  |  |
| **KNOWLEDGE/SKILLS/ABILITIES (Competencies)** |  |
|  |  |
| * Excellent communication skills. |  |
| * Computer literacy, including the ability to use Microsoft Office applications and e-mail. | Application form and interview |
| * Organisational skills and the ability to work to deadlines whilst maintaining accuracy. * The ability to check data is accurate. |  |
| * Ability to work both independently and as a member of a team. * An understanding of ‘safeguarding’ and its importance within the College, together with a commitment to creating a safe learning/working environment. |  |
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| PERSONAL QUALITIES |  |
|  |  |
| * Flexible approach to work is essential. * The willingness to work evenings is required. | Application form and interview |
| * Confident and clear telephone manner. * A committed and enthusiastic approach to working is essential. |  |
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**Our Vision, Mission, Values and Priorities**

**Our Vision**

Positive Futures: Skills for Jobs, Skills for Life

**Our Mission**

Serving the community through education and training

**Our Values**

* Inclusive
* Ambitious
* Supportive
* Responsive
* Empowering
* Collaborative

**Our Strategic Priorities**

**Curriculum**

Offer a rich, diverse, career-focussed curriculum that responds to the needs of our learners and employers.

**Teaching, Learning and Assessment**

Continuously develop teaching, learning and assessment that enables our learners to achieve excellent outcomes: the skills and attitudes to excel in their future career.

**Human Resources**

Attract, develop and retain the best staff to deliver excellence for our learners.

**Resources**

Invest in our curriculum and enhance the learner experience and outcomes through effective and efficient use of resources.

**Partnerships and Reputation**

Be the education and training provider of choice for the communities we serve.