



JOB DESCRIPTION

Post:	Admissions Officer
Scale:	Scale 2
Responsible to:	Admissions & IAG Co-ordinator
Direct reports:	None

Key purpose of the role:

- To provide responsive and customer focussed service for all student enquiries and applications, with a key focus on providing Information, Advice and Guidance
- To actively support the recruitment of students to the College and their progression into further education and work
- To support the reception function of the college.

Role outline – Main Responsibilities:

- To provide initial information, advice and guidance service for potential and current students including during open days.
- To ensure that the College's Admissions processes are followed and that the correct data is collected to meet the funding requirements for different courses
- Utilise the college MIS database accurately and effectively to input student data and student course applications and to help inform the learner journey
- To ensure that students are placed on appropriate courses and receive timely notifications and reminders.
- To review the goals of repeating students and support our tracking of student destinations
- Delivering IAG, outreach and engagement activities with relevant communities to raise awareness of enrolment opportunities when required
- To liaise with colleagues in support, engagement, curriculum and facilities to ensure that all student needs are communicated and met.
- To provide cover for reception and occasionally at the weekends, dealing with all calls, students and visitors in a welcoming and professional manner

Generic for level:

- Ensure that identified best practice is implemented through our people, practices and processes.
- Actively participate in supervision processes
- Promote Fircroft College's commitment to Equality, Diversity and Inclusion.
- Have a duty of care to yourself and others regarding Health and Safety issues and ensure the colleges' Health and Safety Policies and procedures are implemented.
- Actively promote the College's Safeguarding and Prevent policies and be aware of own responsibilities to report concerns.
- Attend training and development opportunities and keep up with changes to law and legislation affecting your role and the College.
- Comply with and actively promote College policies and procedures.
- Cover for other members of your team when required

Competencies and behaviours:

- Supports others to achieve results.
- Demonstrates and promotes the values of Fircroft College
- Understands the Fircroft College mission and commitment to **transformative** education.
- Responds to stakeholder needs.
- Student and Customer focussed.
- Plans and organises work
- Works **collaboratively** with colleagues.
- Encourages and **supports** the organisation and individual learning to achieve continual improvement.
- Commits to own personal continuous **development**.
- Flexible and responsive to change.
- Communicates effectively and uses appropriate communication channels, keeping others informed.
- Promotes and creates a culture of **inclusion** demonstrated through courtesy and respect for difference.
- Supports colleagues to achieve.

This Job Description is current at the date shown below and is a guide to the work you will be required to undertake. You may be required to undertake any other duty commensurate with the level of this post.

August 2023

CONDITIONS OF SERVICE

The appointment is subject to the Conditions of Service for Business Support Staff.

SALARY

The salary range for this post is scale 2, currently from £21,255 to £21,971 per annum, pro rata.

HOURS OF WORK

The hours of work will be based on 37.5 hours per week. Some weekend and evening work may be required.

ANNUAL LEAVE

The post carries 32 annual leave days per annum, plus eight public bank holidays. 6 of these annual leave days must be taken during our shutdown period over Christmas.

PENSION SCHEME

The College operates a 'Peoples Pension' pension scheme. For more information please contact our Finance team.

PROBATIONARY PERIOD

All newly appointed staff have to serve a 6-month probationary period.

LOCATION

The successful applicant will be based at Fircroft College in Selly Oak.

MEDICAL

The successful applicant will be required to satisfy the Medical Officer as to his/her fitness to carry out the duties of the post.

RECRUITMENT OF EX-OFFENDERS

The College is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender religion, sexual orientation, responsibilities for dependents, age, physical/mental disability or offending background.

As an organisation, we use the Disclosure & Barring Service (DBS) to assess the suitability of all prospective appointments. We undertake not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

Applicants/employees are required to declare any pending criminal prosecutions they may have as well as any spent criminal convictions, cautions, reprimands and final warnings as defined under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. The only exception to this requirement is that applicants/employees do not need to disclose any 'protected' cautions or convictions as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of any offences.

DISCLOSURE & BARRING CHECK

A Disclosure & Barring Service check will be sought for the successful applicant.

SAFEGUARDING

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

All newly appointed staff will be required to undertake safeguarding training following their appointment.

TRAINING

Undertake any appropriate training and development as required, including Health and Safety.

SMOKING POLICY

For health and safety reasons, Fircroft College has designated smoking shelters, and smoking is not permitted in any area other than these.

APPLICANTS WITH DISABILITIES

Candidates with a disability should contact the HR Department before the interview if they require any adjustments to be made for the interview and/or selection tests.

Person Specification

Qualifications, Attainments or Experience	Essential or Desirable	How will this be assessed
Experience in dealing with a range of people with different requirements in a customer-facing role	Essential	Application Form
Qualified first aider	Desirable	Application Form
Willingness to undertake training to be the first aider	Essential	Interview
Customer Service Qualification or training	Desirable	Application Form
Organisational and administrative experience in a fast-paced role	Essential	Application Form
IAG qualification at level 3	Desirable	Application Form
Willingness to undertake training towards an IAG qualification	Essential	Interview

Knowledge / Skills / Competencies	Essential or Desirable	How will this be assessed
Strong communication and interpersonal skills	Essential	Interview
Good level IT skills including databases, word, excel	Essential	Application Form
Ability to promote the college to a wide range of audiences through outreach and open events	Essential	Interview
Excellent organisation and co-ordination abilities	Desirable	Application Form / Interview
Awareness and commitment to Safeguarding and Prevent	Essential	Application Form / Interview
Awareness and commitment to Equality and Diversity	Essential	Application Form / Interview
Able to cope with difficult situations	Essential	Application Form / Interview
Empathetic, helpful and solution-focused	Essential	Interview
Prepared to work flexibly	Essential	Application Form / Interview
Experience of the student journey	Desirable	Application Form
Experience in providing Information, Advice and Guidance in a college setting	Desirable	Application Form / Interview
Willingness to cover for other roles within the team	Essential	Interview

