

JOB DESCRIPTION

Post:	Admissions Officer
Responsible to:	FE Admissions Manager
Salary:	Scale 4 Full Time
Conditions of Service:	Truro and Penwith College conditions of service
Main Purpose of Job:	<p>The prime responsibility of the role-is to assist in all administrative duties associated with the on-line Admissions System or any paper-based application to the college for primarily Further Education.</p> <p>To provide administrative and front line support to include creating and tracking all elements of the learner's journey.</p> <p>Officers will also cover the College switchboard and to have a working knowledge to answer frequently asked questions, Transport Procedure and be expected to cover Reception Duties.</p>

Specific Duties:

Required to have a very flexible approach to workload and the ability to move to support all Admissions functions as the need arises. Such flexibility is required to support Full Time, Adult or Apprenticeships to meet the demands of the business. Officers would be expected to acquire the skills to support other areas of admissions and be multi-skilled in their approach.

Covering the Main Reception, College switchboard and Enquiries, and to offer a first-class customer service experience and a cheerful and supportive service to both students, staff members and the public. This could be face to face, over the telephone and in all written communications.

To assist all areas of the College with tasks such as bulk mailing, data entry, photocopying, College IDs temporary and visitor lanyards and other various administrative duties.

Make available and update when necessary promotional and instructional materials in a range of formats for use by staff and students.

To be the main contact for International student enquiries, liaising with the student and their families to access required documentation and sending to MIS for approval, maintaining the International spreadsheet and producing monthly progress reports.

To review each application and confirm links to students in the On-line Application Process. The applicant will be required to check whether the student has an EHCP, has any ALS noted, on their application, that their age and predicted grades are suitable for the courses chosen and to contact students and their parents and guardians by telephone to further assist with their application as required.

To liaise with relevant departments/personnel within Truro College and external agencies as required.

To maintain office records and files as necessary to audit standards.

Dealing with queries from staff, students, and external bodies

To work with the Admissions Manager to ensure works are carried out that ensure student interviews,

induction days, Open Events run smoothly and are staffed appropriately.

To undertake cross college responsibilities to respond to business needs of the college as required e.g. Invigilation, telephony, advice days, events.

General Requirements:

As a member of staff the post-holder will be required to further the agreed aims of the College by participating fully in the following:

The first six months of your employment will be a probationary period, during which your suitability for the position to which you have been appointed will be assessed

To participate in the scheme for appraisal and review of performance adopted by the College.

The provision of a high quality environment for student learning and associated activities.

Student Welfare and Support Services.

To be responsible for promoting equality and diversity in line with College procedures.

The development of a flexible and responsive institution.

To act responsibly in using resources including contributing and complying with efforts and initiatives to reduce carbon emissions.

To maintain the highest standards of professional behaviour at all times (including compliance with the staff Code of Conduct), with a positive and student focused approach.

College Promotional and Marketing Activities.

The safe and appropriate use of College equipment, premises and property.

Health and Safety Procedures as laid out in the College Health and Safety Policy.

Staff Development Activities.

General College Developments.

All members of staff must be prepared for changes in their responsibilities and work.

The postholder will also be required to undertake such other tasks as the Principal from time to time may determine.

All members of staff are required as part of their duties to accept responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.

PERSON SPECIFICATION

ADMISSIONS OFFICER

Ideally, the person appointed will have the following skills and experience:

- Excellent inter-personal skills and professional telephony skills.
- Experience of data entry and administrative work (Ideally word processing skills to OCR Level III Text Processing and Microsoft Applications including Teams).
- Excellent accuracy levels, and be confident using spreadsheets and in-house data systems.
- Experience of working in a customer facing environment
- Professional and business like approach with the ability to represent the college
- Ability to work under pressure and to deadlines
- A willingness and flexibility to learn and then operate new procedures effectively and support the ever-changing business needs of the college.

The College is registered with the Disclosure and Barring Service and the successful applicant will be required to apply for a Disclosure at the enhanced level. If you apply for a job with vulnerable people when you know you are on a barred list you could be fined or face a prison sentence.

Truro and Penwith College is committed to ensuring a culture of valuing diversity and ensuring equality of opportunities.

THE TRURO & PENWITH COLLEGE VISION

LOOK FURTHER REACH FURTHER GO FURTHER

OUR AMBITIONS

LOOK FURTHER

- **Aspiration:** Students gain the confidence and self-belief to set ambitious progression and career goals
- **Inspiration:** Students are inspired by interactions with staff, stakeholders and alumni

REACH FURTHER

- **Triumph:** Students exceed expectation and achieve their full potential
- **Talent:** Expert lecturers with a passion for teaching, learning and assessment
- **T&PC Magic:** exceptional facilities, enrichment and opportunities

GO FURTHER

- **Progression:** Students progress to competitive universities, apprenticeships and jobs that provide strong foundations for successful careers
- **Prosper:** Students develop the skills needed to flourish at university or in employment
- **Productivity:** Students gain the skills employers need, supporting the economy to thrive

OUR VALUES

Our values, chosen by staff and students, provide the foundations for a high-performing inclusive culture in which our ambitions can be realised.

WELLBEING

Looking after our own physical, social and emotional wellbeing; the most important foundation for a happy, healthy and prosperous future.

ENGAGEMENT

Taking full advantage of the opportunities available to us, both at college and beyond.

ASPIRATION

Wanting the best future for ourselves and having the self-belief that we can achieve it; looking beyond the horizon we may initially see.

RESPECT

Playing an active part in creating positive inclusive communities, where everyone is valued and respected.