

## JOB DESCRIPTION

<b>Post:</b>	Customer Services and Admissions Assistant
<b>Responsible to:</b>	FE Admissions Manager
<b>Salary:</b>	Scale 4 Points 21 – 24 £21,492 - £25,580 pro rata 0.6FTE 22.20 hours per week
<b>Conditions of Service:</b>	Truro and Penwith College conditions of service
<b>Main Purpose of Job:</b>	<p>The prime responsibility of this role is to be “the face” of the college and be the front-line support on college main receptions and give a warm welcome to students, staff and visitors.</p> <p>To assist in all administrative duties associated with the on-line Admissions System, to cover the College switchboard and to have a working knowledge of Transport Procedure and Reception Duties.</p>

## **Specific Duties:**

Required to have a very flexible approach to workload and the ability to move to support all Administration and Admissions functions as the need arises. Such flexibility is required to support Full Time, Adult or Apprenticeships in order to meet the demands of the business. Assistants 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, filing, photocopying, receipting payments and associated cash handling (To Include support to Transport and Parking payments as required), College IDs and other various administrative duties.

To accurately input admissions data into the College's data system. The staff member must be flexible when changes in the new computer system for admissions and or staffing levels require a change in focus for the role.

To review and confirm links to students in the 'sorting hat' On-line Application Process and to contact students via telephone to assist with their application if required.

To check, update and transfer as appropriate student interview e-files to interviewing staff and info leaflets to students in a timely manner.

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 support cross college activity where the need arises and to be flexible in your approach e.g. Events, administration, invigilation

## **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 always maintain the highest standards of professional behaviour (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 CUSTOMER SERVICES AND ADMISSIONS OFFICER

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

- 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.
- Excellent inter-personal skills and professional telephony skills
- Experience of working in a customer facing environment
- 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.