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|  <p>Richmond and Hillcroft Adult Community College</p> | <p>JOB DESCRIPTION/ PERSON SPECIFICATION</p> |
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| POST | Learner Services Administrator |
| DEPARTMENT | Learner Services |
| GRADE | Scale 3-4 |
| REPORTS TO | Front Office/Back Office Team Leaders |
| DIRECT REPORTS | None |
| WORKING PATTERN | Flexible rota on a shift basis to cover working hours of 08:30-20:00 from Monday to Friday and weekends between 08:30-17:00 as required across both college sites. |

JOB PURPOSE

- To offer an accessible, efficient and client-focused enrolment, information, admissions and reception service that meets the diverse needs of stakeholders.
- To support learners to access learning through the provision of information, advice and guidance to prospective and current learners on eligibility, courses and course requirements.
- To process and manage student applications and enrolments and to undertake a range of associated administrative duties.
- To carry out a range of administrative tasks for curriculum areas in a professional and timely manner.

MAIN DUTIES AND RESPONSIBILITIES

- To provide a professional image at all times, including excellent customer service and care to learners and both internal and external colleagues.
- To act as first point of contact for all telephone and online chat enquiries, messages and visitors to the college.
- To provide learners and the public with accurate and up to date information on eligibility for concessions, childcare, bursaries, Government funding and other support and to provide assistance with making relevant applications as required.
- To provide a first line response to learner feedback, sign posting learners to relevant college policies and procedures as required and ensuring that learners feel confident that their views and needs have been taken seriously.
- To maintain filing and database systems within the Learner Services department.
- To maintain an awareness of the courses run by each School and of the timetables and contact details of curriculum staff in order to answer queries; liaise effectively with all those who communicate within the curriculum area, from both inside and outside the College.
- To carry out a range of administrative tasks including post duties, cashing up, banking, filing, carrying out student ID Mergers and provision of cover for colleagues as required.
- Work flexibly to provide appropriate cover and front line presence to college activities.

- Handle fees, cash payments and invoices according to College guidelines and policies.
- To assist with College events, which may be held in evenings or weekends.

Front of house

- To enrol students on courses (face to face, by email and over the phone) in line with eligibility criteria and enrolment procedures for data collection.
- To check the accuracy of data collected and inputted at enrolment to ensure audit and funding body requirements are met.
- To promptly follow up all enquiries to maximise learner enrolment and provide excellent customer service.
- To process and manage international student applications and enrolments and undertake associated administrative tasks.

Back of house

- To liaise with the school managers and setting up course interviews.
- To set up registers at the start of the course ensuring all taught sessions have a tutor allocated and that contracted tutors can access registers.
- To follow up incomplete registers.
- To liaise with the Head of School to ensure appropriate room accommodation is allocated for the school's provision and rooming records and changes are kept up to date.
- To proactively inform tutors and learners of any room changes.
- To carry out daily monitoring and correcting of web import errors.
- To book childcare for eligible learners and liaise as appropriate with the college crèche service and external childcare providers.
- To validate accuracy of all bursary applications ensuring that they are assessed and processed in line with the College Bursary Guidance.
- To assist in the timely and efficient processing of withdrawals, transfers, refunds and credits in liaison with the MIS team.
- To action class or course closures as notified in writing by the Head of School, including: contacting learners, arranging refunds, transfers or credits and rooming updates; ensuring that any student transfers and refunds are confirmed and actioned as appropriate.
- To enrol students on courses in line with eligibility criteria and enrolment procedures for data collection (including Vision to Learn, LLC and online applications).
- To produce correspondence and documents as requested by the Team Leader.
- To send reports on course data as directed by the Head of School.
- To liaise with the Head of School to ensure that HR is advised at the earliest opportunity of all sessional teachers who leave the College's employment.
- To prepare and send out contracts to tutors in a timely manner.

General Duties:

- To commit to ongoing professional development by undertaking job related training.

- To contribute to the planning and development of the service as a member of the team.
- To have a duty of care to yourself and others regarding Health and Safety issues and ensure that the College's Health & Safety Policies and Procedures are implemented.
- To actively promote the College's Equality & Diversity policy, encouraging staff awareness and participation in all areas.
- To actively promote the College's safeguarding policy and be aware of your responsibilities to report concerns.
- To carry out duties pertinent to the scope of the post as directed by the Principal or other senior managers of the College.

The above are the key accountabilities as currently defined; they are not listed in priority order and should not be taken to be so. These accountabilities may be subject to periodic review, and the post holder will be expected to take on such variations as are consistent with the level of responsibility and purpose of the post.

PERSON SPECIFICATION

The successful candidate will fulfil the following essential requirements and will also ideally hold the desirable attributes.

| | | ESSENTIAL | DESIRABLE | LIKELY TO BE ASSESSED BY: I – Interview AF – Application form T – Task |
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| | KNOWLEDGE | | | |
| 1 | Commitment to Equality and Diversity, Safeguarding and Health and Safety | ✓ | | I |
| 2 | Knowledge of office administration including the effective maintenance of paper and electronic filing systems. | ✓ | | AF, I & T |
| | ABILITIES/SKILLS/EXPERIENCE | | | |
| 3 | Proven computer literacy in using standard office software applications such as Microsoft Office Suite especially Outlook, Word and Excel and confidence in using Access Databases and the Internet to research information | ✓ | | I & T |
| 4 | The ability to work effectively as part of a team, share tasks and responsibilities with other members of the team and work on own initiative | ✓ | | I |
| 5 | A good standard of written English and confident and effective oral communication skills with an | ✓ | | AF & I |

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| | ability to communicate effectively and sensitively with people with differing abilities, backgrounds and experience | | | |
| 6 | Experience of providing excellent customer service to a range of internal and external customers, with good interpersonal skills, including tact, discretion. | ✓ | | AF & I |
| 7 | Excellent time management skills and the ability to organise and prioritise work demands to meet tight deadlines whilst maintaining accuracy. | ✓ | | I & T |
| 8 | Experience of working in an education environment, ideally in Admissions in either the FE/HE sector | | ✓ | I |
| 9 | Experience of giving information, advice and guidance to clients in a professional setting | ✓ | | AF & I |
| 10 | The ability to interpret regulations and procedures and to provide clear advice to enquirers. | ✓ | | I & T |
| 11 | Experience of liaising with a range of staff across an organisation and of working with external stakeholders/partners | | ✓ | I & T |
| 12 | Independent thinker, self-motivated who is pro-active, shows initiative and works well under pressure | ✓ | | AF & I |
| | QUALIFICATION | | | |
| 13 | Good general education up to Level 2 in particular in English | ✓ | | AF |
| 14 | NVQ level 2 qualification in Information, Advice & Guidance (IAG) | | ✓ | AF |
| 15 | A high level of IT skills either with a formal qualification or gained through on-the-job experience | ✓ | | AF |
| 16 | Trained First Aider and/or Fire Marshall | | ✓ | AF |