

**Job Description**  
**Admissions Administration Apprentice (L2)**  
**(Fixed-term for 14 months)**  
Admissions

**The Role**

The post holder will work as part of the Admissions team and contribute to the effective delivery of a high quality service. The service encompasses telephone/e-mail/written enquiries, applications, the co-ordination of pre entry interviews, offers, acceptances, enrolments and the associated data collection requirements. Staff work closely with academic and support staff to ensure that an accurate and responsive service is provided.

**Responsible to:** Admissions Manager

The main purpose of the role is to:

- Provide general administration, clerical duties and office support within the Admissions team
- Provide a high quality accurate information service to prospective and existing students, members of the public and staff, by telephone, email and face to face.
- Support front of house reception for the Campus and act as the first point of contact for all visitors, students and staff to the College, issue visitor passes and temporary ID passes.
- Provide a quality customer care role by ensuring that applications are processed timely and accurately in accordance with the College Admissions policy and procedures.
- Ensure that all telephone and e-mail enquiries are handled effectively, in a timely manner and directed on to the appropriate person for action.
- Assist in the recording of all full time application details onto EBS, processing interview/offer letters, recording acceptances and is responsible for ensuring accuracy and validation of the application and data entry.
- Carry out student enrolments efficiently ensuring that fees taken are accurate, that the data entry is accurate and complies with guidelines issued by MIS. Prepare money for daily banking in accordance with the College's Financial Regulations.
- Maintain an up to date knowledge of courses run at the College, including information on fees, course content, progression routes and student support.
- Prepare student packs, Meet the Tutor schedules and distribute to curriculum staff prior to event date. Ensure all arrangements for Meet the Tutor event are in place and that all appropriate support and access requirements are met.
- Work as part of the welcome team when applicants arrive for their Meet the Tutor Event.

- Ensure outcomes are recorded on the database accurately and in a timely manner and all record sheets are filed in the applicants individual record. Process offer emails and send out to applicants and record acceptances when returned by applicant.
- You will also be expected to liaise with colleagues of all levels within the company on a daily basis so confidence and professionalism in both appearance and attitude are essential
- Supporting the College's marketing activities at open days and promotional events. Support the College's main enrolment activity and key examination periods.

### **General Duties**

The post holder will assist with or undertake the following:

- To keep up-to-date with QA initiatives and to develop and meet service standards for the area of work.
- To participate in the Professional Development Programme and undertake training as required including all relevant areas of technology.
- To propose any ideas which may help to promote and extend the Group's reputation and efficient running of the Group.
- To work safely, consider the safety of others and work within the guidelines stated in the Group Health and Safety Policy
- To be available to assist in enrolment and other procedures, which may require occasional evening and weekend work.
- Undertake other duties as may be required by the Group Leadership Team or their representatives, in order to ensure the efficient functioning of the Group.

As a list of general duties, the above is not exhaustive. The work of the Group as a whole is expected to develop and the holder of the post will be required to work flexibly with colleagues to facilitate this development.

There will be restrictions on the availability to take leave at peak times of year, specifically around Enrolment and GCSE examinations.

### **Additional Information**

This Job Description / Specification is subject to periodic review.

**Salary scale:** £9,444

**Primary Location:** Carshalton College

## Person Specification

### Admissions Administration Apprentice (L2)

#### Person Specification, Experience and Qualifications

The successful candidate will fulfil all of the following essential requirements, and will also ideally hold the desirable attributes:

		Essential	Desirable
1	At least 5 GCSEs at grade C/4 or above (including English and Maths).	✓	
2	Recent office experience in an administrative or customer services role.		✓
3	Experience of working as part of a team		✓
4	Experience of using own initiative and taking decisions in a work context	✓	
5	Experience of client-oriented procedures and of working in a customer service environment		✓
6	Good level of IT skills with experience of using databases, Microsoft Office, the internet and email.	✓	
7	Ability to maintain confidentiality in relation to information management.	✓	
8	Excellent communication and interpersonal skills in all areas of written, verbal and face-to-face contact.	✓	
9	Demonstration of a commitment to providing an exemplary level of customer service.	✓	
10	Willingness to work flexibly as part of a very busy team and being able cope with frequent interruptions.	✓	
11	The ability to work accurately, calmly and effectively in a pressurised work environment, meeting set deadlines	✓	
12	A keen eye for accuracy and attention to detail.	✓	
13	Ability to modify existing patterns of work in response to changing needs.	✓	
14	Ability to deal with, and react to, demanding situations in a calm and patient manner.	✓	
15	The ability to communicate across multiple levels with professionalism, discretion and confidentiality	✓	
16	Able to accurately note and transcribe meeting minutes		✓
17	Willing to undertake and successfully complete a Level 2 Business Administration Apprenticeship programme with South Thames College (Tooting).	✓	