

Organisation:	Luminate Education Group
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Leeds City College
Core Job Role:	Student Recruitment and Admissions Officer
Job Title:	Student Recruitment and Admissions Officer
Reports to:	Student Recruitment and Admissions Executive
Grade	LC3 (A)
Date of compilation:	February 2019

SPECIFIC ROLE RESPONSIBILITIES:

1. Support the Student Recruitment and Admissions potential student experience in terms of an efficient and streamlined process for all stages of recruitment with a strong focus on the conversion of enquires to enrolment.
2. Be the first point of contact for potential students, including Application and course enquiries.
3. Offer Matrix standard of advice and guidance to potential students attending external events across the region – including evenings and weekends.
4. Support the interview events to provide an excellent experience for potential students, parents, and external stakeholders.
5. Ensuring all applications are dealt with efficiently and in a timely manner to meet our Service Level Agreements.
6. Process applications, including tracking student applications and ringing, texting and emailing students and ensure all offers have been made to potential students.
7. Help plan and take an significant role in the main enrolment.
8. Help students to book on the booking system, send reminders via text and emails and chasing students via phone to book on to the system
9. Undertake a variety of support activities at all college student recruitment related events such as open days and curriculum specific activities both internal and external to the college.
10. Promote course specific curriculum programs and activities including taster days and keep warm activity.
11. Process the e internal progression of both FE and 14+ academy students into the college.
12. Work to flexible and diverse workflows and shift patterns in line with business needs including some evenings and weekends.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	Student Recruitment + Admissions Officer
Department	Student Recruitment + Customer Experience

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
D	Q1. Relevant IAG Qualification at level 2 or above	A
E	Q2. Relevant Customer service qualification or training	A
E	Q3. Literacy and numeracy qualification at Level 2 or above	A
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. A thorough professional understanding of admissions including experience of working effectively in an admissions role.	A / I
E	EK2. Ability to build and maintain strong internal and external working relationships and work in a confidential manner.	A / I
E	EK3. Experience of working in a busy high-volume customer focused environment	A / I

E	EK4. Extensive knowledge of student database systems or CRM systems.	A / I
E	EK5. Detailed operational knowledge of systems processes and regulations relevant to admissions	A / I
E	EK6. Demonstrable evidence of excellent customer service skills	A / I
E	EK7. Experience of working in a busy, high volume customer focus environment	A / I
Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Commitment to high-quality customer service and continuous improvement of the customer's experience. Responsive to customers' requirements problems and complaints	A / I
E	SC2. Strong team working skills – able to be helpful and supportive of other team members and work cohesively with colleagues from other teams across the Luminate group. Able to listen and take advice from colleagues	A / I
E	SC3. Able to prioritise objectives and work tasks to meet changing deadlines and deliver on schedule.	A / I
E	SC4. Planning and organisational skills – well organised and able to work effectively. Accurate keeper of records.	A / I
E	SC5. Able to work effectively under pressure and manage own and others stress effectively	A / I
E	SC6. Flexible able to work in an environment where change is a constant feature	A / I
E	SC7. An understanding of current FE environment	A / I
E	SC8. Good IT skills including Word, Excel and PowerPoint, Google and databases	A / I
Behavioural, Values and Ethos		

Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I