

<b>Group Member:</b>		Luminate Education Group	
<b>Job Title:</b>		Student Enrolment Manager	
<b>Reports to:</b>		Director Operations and Curriculum, Adult, Community and ESOL	
<b>Job Grade</b>	LEG F	<b>Department</b>	Adult Community and ESOL

### ROLE SUMMARY:

This role is responsible for managing the staff and associated processes in the delivery of an efficient student enrolment and support funds service which maximises the accuracy and quality of student data across the directorate.

The post holder will have a strong track record in leading and developing an efficient, cohesive multi-site team. The ability to develop, coach and mentor a team to work collaboratively and proactively to provide an exceptional service is paramount.

The post holder will be expected to have a keen focus on providing an excellent service to students, ensuring their enrolment is swift, professional and complements the experience our students receive from our curriculum delivery teams. The post holder will work within a matrix management system and be expected to form strong working relationships with key stakeholders across the directorate and institution to deliver a professional and adaptive service.

### SPECIFIC ROLE RESPONSIBILITIES:

1. Line manage a support team working across multiple sites, with a strong focus on resource planning that is highly responsive, flexible and provides a consistently highly effective experience to all student enrolment throughout the academic year.
2. Enthuse, motivate and support staff to ensure they are responsive to student needs and experience.
3. Build and develop a highly reflective team which collaborates on building and reviewing processes and the student experience which is professional and robust.

## **CORE RESPONSIBILITIES:**

1. Be responsible for leading and managing the enrolment and support fund processes and related administration functions across the directorate. To manage Adult, Community and ESOL (ACE) student records staff via a team of Student Welfare, Admissions and Business Support staff.
2. Work closely and collaboratively with the Campus Director, Deputy Director, Head of ACE, Student Campus and Experience Manager and central Student Recruitment and Customer Experience Team to ensure the enrolment process is efficient and student centric.
3. Plan for and manage ACE enrolments throughout the year, ensuring a highly student centric approach with a service excellence focus.
4. Ensure all team members are developed and supported to be a multi-disciplinary team to ensure a consistency of services to our students across multiple sites.
5. Maintain a sound knowledge of adult skills funding eligibility, entitlement and outcomes methodologies and train relevant teams to support funding and performance maximisation and compliance.
6. Advise and train teams on student eligibility, student fees, instalments/direct debits, fee waivers, bursaries, loans etc.
7. Work collaboratively with the Student and Campus Experience Manager to maintain adequate staffing levels throughout the year via leave authorisation, sickness monitoring, recruitment & selection and performance management.
8. Liaise with Business Support Data Leads to ensure the ACE course file and profiling approach complements enrolment activity to ensure accurate records.
9. Responsible for correction of enrolment data and enhancement to systems and processes.
10. Work collaboratively with Business Support Data Leads in preparing for internal/external audits, and any other assurance reviews as required.
11. Analyse data and produce written reports on request.
12. To deliver appropriate training and briefing sessions as required.
13. To regularly review the directorate's involvement in student enrolments records functions and make recommendations to central MIS ways of improving the service offered to support best practice/continuous improvement.
14. Any other duties that are specific to the department.
15. Assistance in the preparation, support and participation of examinations and invigilation across the Group.
16. Ability to participate in evening/weekend work as required.

## **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 the Group's Values:

**Kindness**

*Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them*

**Ownership**

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

**Enjoyment**

*Fostering environments that enable staff and students to be brave, interact and have fun*

**Collaborative**

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

**Passion**

*Encouraging all to have aspiration and passion in everything they do.*

**Creative**

*Always hungry to learn and looking ahead so we can be responsive*

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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

<b>Qualifications and Attainments</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	Q1. Relevant professional qualification at Level 3 or above or equivalent experience.	A/C
E	Q2. Relevant IT qualification or training	A/C
E	Q3. GCSEs including English and maths (or equivalent qualifications)	A/C

<b>Experience and Knowledge</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	EK1. Experience of working in a management capacity, ideally in education support setting, e.g. within a School, Academy, 6th Form College, Multi Academy Trust, or FE College, Adult Learning environment.	A/I
E	EK2. Highly effective line management and development and coaching of small teams.	A/I

E	EK3. Ability to support and develop staff to contribute to and develop new ways of working that are collaborative, reflective and student centred.	A/I
E	EK4. Working within a matrix management structure/ or working collaboratively across organisations and different teams.	A/I
E	EK5. Experience of using data reporting systems to record student/customer details.	A/I
D	EK6. Knowledge and successful track record of working with an MIS education system, for example, SIMS, EBS, ProSolution.	A/I

<b>Skills and Competencies</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	SC1. Organisational and Education sector knowledge. Effective knowledge of the college and an appreciation of the wider educational issues.	A/I
E	SC2. Interpersonal and Communication skills Relates effectively to others, both one to one and in teams, effective in giving and receiving messages both face to face and in writing.	A/I
E	SC3. Critical thinking Ability to make sense of complex issues, identify and solve problems and to think on one's feet.	A/I
E	SC4. Self-management and learning Ability to maintain appropriately directed energy and stamina, to exercise self-control and to learn new behaviours.	A/I/
E	SC5. Achievement and Action Focuses on making progress, achieving results. Keen to get going and keep going.	A/I
E	SC6. Initiative and innovation Creates and appreciates new ideas and perspectives, sees possibilities and challenges established practices in constructive ways.	A/I

<b>Behavioural, Values and Ethos</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
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