

Job Description

Group Member:		Luminate Group Services	
Job Title:		Student Recruitment and Admissions Officer	
Reports to:		Student Recruitment and Admissions Campus Executive	
Job Grade	LEG A	Department	Student Recruitment and Customer Experience

ROLE SUMMARY:

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 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. Ability to participate in evening/weekend work as required.

CORE RESPONSIBILITIES:

1. Process applications including tracking student applications and ringing, texting and emailing students and ensure all offers have been made to potential students.
2. Help plan and take an significant role in the main enrolment.
3. 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.

4. 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.
5. Promote course specific curriculum programs and activities including taster days and keep warm activity.
6. Process the internal progression of both FE and 14+ academy students into the college.
7. Work to flexible and diverse workflows and shift patterns in line with business needs including some evenings and weekends.
8. Any other duties that are specific to the department.
9. Assistance in the preparation, support and participation of examinations and invigilation across the Group.

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

Person Specification

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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 is 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
E	Q1. Relevant Customer service qualification or training	A
E	Q2. Literacy and numeracy qualification at Level 2 or above	A
D	Q3. Relevant IAG 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