

<b>Organisation:</b>	Luminate Education Group
<b>Primary Organisation Supported</b> <i>(only use this field for LEG service member of staff)</i>	Leeds City College
<b>Core Job Role:</b>	Senior Admissions Officer
<b>Job Title:</b>	Senior Admissions Officer
<b>Reports to:</b>	Student Recruitment and Admissions Coordinator
<b>Grade</b>	LC5 (B)
<b>Date of compilation:</b>	June 2022

### SPECIFIC ROLE RESPONSIBILITIES:

1. To lead and manage the student Recruitment and Admissions potential student experience in terms of College recruitment and conversion
2. Managing the first point of contact for potential students, including Application and course enquiries.
3. To lead on the offer of advice and guidance to potential students, attending external events across the region – including evenings and weekends.
4. Manage the application to enrolment process including the tracking and chasing of students through a range of data processing systems along with phone, text, email and letter.
5. Managing and updating the interview system alongside curriculum to ensure it meets the needs of potential students.
6. To organise and host interview events to promote an excellent experience for potential students, parents, and external stakeholders
7. Manage the SLA times for the admissions process of all campus-based curriculum
8. Liaising directly with HOD's and Directors to gain course information and interview dates and to plan enrolment and provide them with admissions-specific data to HOD's and Directors as applicable.

9. To plan and act as the student recruitment lead during main enrolment for a specific campus.
10. To manage and develop College taster days alongside the curriculum.
11. To work with the wider marketing department to ensure campus-based activities are promoted and to ensure the Student Recruitment and Admissions team play an active role in the delivery of open days and all internal and external recruitment events.
12. To liaise with marketing and curriculum to develop a calendar of keep-warm activities and campaigns for potential students.
13. To monitor the internal progression of both FE and 14+ academy students into the college.
14. To 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

<b>Job Title:</b>	Student Recruitment and Admissions
<b>Department</b>	Student Recruitment and 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 3 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. Extensive knowledge of student database systems or CRM systems.	A / I

E	EK3. Detailed operational knowledge of systems processes and regulations relevant to admissions	A / I
E	EK4. Demonstrable evidence of excellent customer service skills	A / I
E	EK5. Extensive knowledge of the FE sector able to give comprehensive advice and guidance to potential students	A / I
E	EK6. Experience of enquiry management especially email.	A / I
E	EK7. A thorough professional understanding of admissions including experience of working effectively in an admissions role.	A / I
<b>Skills and Competencies</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	SC1. Strong student focus – 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 deadlines and deliver on schedule.	A / I
E	SC4. Strong 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 a 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,	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