

**JOB TITLE:** Admissions & Student Services Assistant

**ACCOUNTABLE TO:** Marketing, Admissions & Student Services Manager

**JOB PURPOSE:** To contribute to the provision of information, advice and support for individual students and student activities and to support the processes for applications, admission and enrolment

**KEY ACCOUNTABILITIES**

- To assist in the provision of a friendly and welcoming reception service for students, directing students to appropriate sources of information and advice as required
- To assist in the provision of easy access for students to information on transport, financial support, and attendance matters
- To provide information and advice for students in relation to sources of financial support for students, and to assess eligibility through the application process
- To assist in the administration of financial support payments
- To assist in the administration and organisation of key College promotional events such as Open Day and Welcome to WQE
- To assist in the organisation and administration of applications and interviews for prospective students
- To assist with the administration and organisation of enrolment
- To receive and record information about individual student absence, to include the transfer of information from the voicemail service and inputting data on REMS in relation to absence
- To provide support and guidance for student clubs and societies, the Student Ambassador scheme and the Student Executive; to include support for associated events and activities
- To provide administrative assistance in the processing of student references for the UCAS application process

- To assist in the use of digital signage and the relevant Social Media accounts
- To provide administrative support as required within the Communications and Administration area

**GENERAL RESPONSIBILITIES**

- To ensure the adherence to the College’s policies and procedures with regard to the safeguarding of, and promotion of, the welfare of students
- To ensure the application of the College’s Single Equality Scheme including valuing diversity and promoting equality
- To implement the College’s Health policy and procedures within the post holder’s own area of responsibility
- To support, promote and operate in line with the College mission and values
- Commitment to the continuous improvement of services offered by the College
- Any other reasonable duties commensurate with the role as required

**NOTES**

1. The above job description outlines key responsibilities. It is not exhaustive and the tasks associated with the key responsibilities can be expected to change over time.
2. The post holder will be expected to undertake such other duties, within the general scope of the post, as may be required from time to time by the Principal (subject to the terms of the postholder’s contract of employment)

*I have read this Job Description and the associated Contract of Employment. I believe that together with the other documents referred to therein they constitute an accurate statement of the terms and conditions of my employment.*

<b>Print Name:</b>		<b>Signed:</b>		<b>Date:</b>	
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<b>Attribute</b>	<b>Criteria</b>	<b>Method of Assessment</b>
<b>Education &amp; Qualifications</b>		
GCSE Grade C or above in Maths and English or equivalent	Essential	Certs/App Form
IT qualification (i.e., RSA Stage 11 Word Processing, ECDL or CLAIT)	Desirable	Certs/App Form
<b>Experience, Knowledge &amp; Abilities</b>		
Experience of working in an administrative capacity	Essential	App Form
Experience of dealing with enquiries in person or by phone	Essential	App Form/Int
Experience of working in a college or school context within a student facing capacity	Essential	App Form
Experience of operating a switchboard	Desirable	App Form
Confident and competent in the use of IT in a working environment including the use of Microsoft office package	Essential	App Form/Test
Ability to respond and communicate with others showing sensitivity, clarity and focus	Essential	Int
Ability to plan and prioritise work effectively and meet deadlines	Essential	App Form/Int
Good written and oral communication skills	Essential	Int/Test
<b>Interpersonal Skills &amp; Qualities</b>		
Flexibility and resilience	Essential	Int
Open and approachable manner	Essential	Int
Calmness under pressure	Essential	Int/Test