

Vision Business Support Services is a subsidiary company of West Nottinghamshire College.

Admissions Administrator (18.5 hours per week)
Communications, Engagement and Student Experience
Ref: VBSS22.37

1. The Appointment

Working with a high level of autonomy, you will co-ordinate the effective and efficient college admissions process. You should be flexible and adaptable with relevant practical experience combined with excellent organisational and administrative skills.

The main body of your responsibility will be in the assessing and processing of applications for courses delivered by the college. Operational duties will focus on data input, maintaining the college's system for receiving and processing applications, applicant events, offers and acceptances. Demonstrating the ability to work to deadlines with high levels of accuracy, as well as having the ability to analyse source data, in order to identify potential errors prior to processing, following GDPR compliance with regards to applicant data.

It is essential that the person appointed has the ability to build positive relationships with teachers, support staff and external customers being confident to communicate face to face, by telephone and email correspondence.

You will be required to work alongside the wider team and on your own initiative, displaying excellent communication, demonstrating a flexible and professional attitude.

The standard hours of work are between 8.30am to 5pm but candidates must be flexible to work outside of these hours to support events such as enrolment, open evenings/ days which will include occasional weekends.

The role will require you to embed the college's values; **Respect, Integrity, Collaboration, High Expectations and Responsibility.**

2. The Post

2.1 Main Duties and Responsibilities

- a) To co-ordinate and maintain effective administration of the college admissions system providing administrative support to a high standard of accuracy for all curriculum areas.
- b) To maintain strict confidentiality and discretion at all times adhering to GDPR and college policies in relation to applicant data.
- c) To inform applicants of the process, events and status of application within agreed timescales to meet service standards.
- d) To check and assess applications for course suitability advising applicants if required.

- e) To ensure quality assurance and accuracy, regularly checking website information is up to date and report anomalies to the relevant department.
- f) To liaise with teachers on a regular basis.
- g) To produce reports upon request relating to all aspects of application data.
- h) To maintain an effective and accurate system for tracking admissions for full time, part-time, community and distance learning courses.
- i) To continually maintain, input and update correspondence for applicants using the college systems required.
- j) To develop a productive and professional relationships with applicants, parent/ guardians, schools, alternative provision, agencies, teachers, support teams and other college staff working with the college wider support staff to enable the positive transitions of applicants to the college.
- k) To set up, co-ordinate, maintain and communicate about applicant events for curriculum using relevant college systems.
- l) To attend and support open evening/ day events.
- m) To regularly communicate and prompt applicants to engage in college events and encourage acceptances using relevant systems.
- n) To support the college enrolment process either face to face or online using the relevant college systems.
- o) To work flexibly across all the Communications, Engagement and Student Experience team as required.
- p) To contribute to a front-line service to deal with customer enquiries from applicants, parent/ guardians, schools, alternative provision, agencies, teachers, support teams and other college staff.
- q) To contribute and assist with the improvement process of the college admissions, enrolment and applicant experience.
- r) To work as part of a wider Communications, Engagement and Student Experience team to provide an effective range of student support services in accordance with the College Strategic Objectives.

2.2 Other Responsibilities

- a) To uphold and promote college policies and procedures, promoting those specifically applicable to this area of work, including the Equality & Diversity and Health & Safety policies and procedures and attend training as requested.
- b) To comply with the college's own safeguarding policy and practices and attend training as requested.
- c) To keep up to date, so far as necessary, for the efficient executing of the job, with new legislation, procedures and techniques and attend relevant mandatory training.

- d) To be conversant with and participate in activities and developments at college, regional and national level which are relevant to the post.
- e) To present and promote an appropriate public image in representing the college.
- f) To undertake any other duties as may reasonably be required commensurate with the post.

3. Skills, Qualities & Knowledge

	Essential	Desirable
Qualifications:		
Business Administration NVQ Level 3 (or relevant experience)		✓
Customer Service NVQ Level 3 (or relevant experience)		✓
IT Stage 2 Qualification (or relevant experience)		✓
English/Maths to at least level 2	✓	
IT qualifications/experience	✓	
Experience		
Previous experience in data input in a busy office environment	✓	
Experience of Further processes		✓
Dealing with customers at all levels	✓	
Handling of confidential information	✓	
Skills /Knowledge		
Demonstrate suitability to work with children and vulnerable adults including knowledge/understanding of safeguarding	✓	
Ability to work logically, methodically and accurately.	✓	
Ability to manage own time and prioritise work	✓	
Ability to work effectively under pressure, and meet deadlines	✓	
Accuracy and attention to detail	✓	
Qualities/Approach linked to college values		
Passion about importance of good service	✓	
Self-motivated	✓	
Enthusiastic	✓	
Team player	✓	
Flexibility in working hours and patterns	✓	
Ability to see the bigger picture as well as the detail	✓	

4. Position within the College

The Post holder will report to the Team Leader for Customer Enquiries and Admissions.

5. Terms & Conditions

- a) The post is offered on a Vision Business Support Services Contract and is subject to those terms and conditions.
- b) The salary will be VBSS Band 3, £18,470 per annum (pro rata for part-time hours). This is a spot salary.
- c) You will be required to work your contracted hours on a flexible basis, including evenings and weekends when necessary.
- d) You will be entitled to 25 days leave, plus bank holidays (pro rata for part-time hours).
- e) Vision Business Support Services operates a Scottish Widows Group Personal Pension Plan.
- f) The post holder may be located at any college site and may be expected to travel as required. You will however be given reasonable notice of any change in your principal place of work and be fully consulted.

6. The Application

Individuals with the appropriate experience, qualifications and personal qualities are invited to complete an online application form by **5pm on Friday 27th May 2022**.

www.wnc.ac.uk/vacancies

THE COLLEGE GROUP PROMOTES EQUALITY OF OPPORTUNITY AND WELCOMES APPLICATIONS FROM ALL SECTORS OF SOCIETY.

The college group is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Posts may be subject to DBS check. The successful candidate will be required to pay for the DBS check themselves; the cost will automatically be deducted from their first salary payment. This is currently £44.50.

It is an offence for anyone who is barred by the ISA from working with children and or vulnerable adults to apply for this position.