

**COLEG CAMBRIA**

### JOB DESCRIPTION AND PERSON SPECIFICATION

### Job Title: Admissions Assistant Apprentice

### Reports to: Admissions Manager

**Salary range: Apprentice National Wage**

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**Main Purpose of Job:-**

* The prime function of the role is to provide a first class, customer focused, sector leading, fair and transparent applicant experience and College admissions service.

**Responsibilities and accountabilities:**

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| * To support the processing and checking of all student application forms (paper and online) within designated timescales.
* To respond appropriately and timely to enquiries, telephone calls, text messages, emails and Live Chat.
* To develop technological tools and services that enhance customer service levels and communicate with learners in the modern manner they are used to.
* To develop excellent customer service and basic advice and guidance.
* To collaborate with and support colleagues to ensure effective coordination of the admissions process within all college sites, on a day-to-day basis.
* To adapt, embrace and contribute to the ongoing development and continuous improvement of the admissions function to meet the needs of learners and the college.
* To support, maintain and develop appropriate office administration and information systems for the college admissions procedure.
* To ensure that all course profiles and equipment lists are regularly reviewed, accurate and displayed in a timely manner on the college website in both English and Welsh.
* To arrange and develop focus groups to continuously evaluate and improve Admissions activities through customer feedback and involvement.
* To provide administrative support to the Admissions Manager.
* To support college events and open events, taster days and start days.
* To develop strong, highly effective and collaborative working relationships with colleagues across the organisation.
* Work collaboratively with colleagues across all departments in providing advice, information and support in all aspects of the student journey.
* To attend cross college meetings and represent the Admissions department.
* To undertake other relevant duties as directed.
* Responsible for ensuring an excellent standard of both verbal and written communication
* Responsible for providing high standards of customer service at all times both internally and externally
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**Special Features:**

* Able to work flexibly including occasional evenings and weekends to cover College events

**Miscellaneous:**

To safeguard and promote the welfare of children, young people and adults at risk who are students of the College

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition you must cooperate with the College on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the College’s Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are required to participate with the Appraisal process, engaging in the setting of objectives in order to assist in the monitoring of performance and the achievement of personal development.

Such other relevant duties commensurate with the post as may be assigned by your Manager in agreement with you. Such agreement should not be unreasonably withheld.

**Review:**

This is a description of the job as it is presently constituted. It may be reviewed and updated from time to time to ensure it accurately reflects the job required to be performed, or to incorporate proposed changes.

Signed: …………………………………………… Date………………….

**POSTHOLDER**

Signed: ……………………………………………. Date…………………..

**HR Advisor**

**Person Specification**

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| **Attributes** | **Item** | **Relevant Criteria** | **How Identified** | **Essential/****Desirable** |
| 1 | Qualifications & Training | 1.1 | 4 GCSEs (including English/Welsh and Maths) at grade A\*-C (Level 4-9) | A/C/I | Essential |
| 1.2 | Currently holds a Level 2 Digital Literacy or is willing to work towards | A/C/I | Essential |
| 1.3 | Willing to work towards an NVQ Level 3 Business Administration | A/C | Essential |
| 1.4 | Possess or be willing to work towards Customer Service Level 3 qualification | A/C | Essential |
| 2 | Relevant Experience | 2.1 | Recent administrative experience in a busy office environment | A/I | Desirable |
| 2.2 | Experience in an education or training environment | A/I | Desirable |
| 3 | Specialist Knowledge & Memberships | 3.1 | Able to communicate fluently (both written and verbal) through the medium of Welsh | A/I | Essential |
| 4 | Skills and Abilities | 4.1 | Can use Microsoft Office/ Google Applications to a minimum of the following levels:* Word (Advanced)
* Excel (Basic)
* Access (Basic)
* Powerpoint (Basic)
* Google docs (Basic)
 | A/C/I | Essential |
| 4.2 | Able to work as part of a wider team, and be flexible and adaptable when required | A/I | Essential |
| 4.3 | Able to plan and manage own workload, ensuring deadlines are met. | A/I | Essential |
| 4.4 | Excellent organisational skills | A/I | Essential |
| 4.5 | Excellent time management skills | A/I | Essential |
| 4.6 | Excellent communication skills both written and verbal | A/I | Essential |
| 4.7 | Able to demonstrate personal resilience in order to cope with a range of difficult situations | A/I | Essential |
| 4.8 | Proactive and self-motivated. | A/I | Essential |
| 4.9 | Takes personal responsibility for delivering quality work. | A/I | Essential |
| 4.10 | Identifies opportunities to improve and develop existing practices. | A/I | Essential |
| 4.11 | Committed to working towards the departments shared goals and objectives | A/I | Essential |
| 4.12 | Demonstrates through actions commitment to the Vision, Mission, Core Values and Behaviours. | A/I | Essential |
| 5 | Attitudes and beliefs  | 5.1 | A commitment to the college’s culture which places people at the centre of everything we do. | A/I | Essential |
| 5.2 | A commitment to the established ethos of the organisation as a partnership between learners, staff, governors, employers, parents and other stakeholders. | A/I | Essential |
| 5.3 | The continuous pursuit of high standards and excellence in all services provided by the organisation. | A/I | Essential |
| 5.4 | A commitment to ensuring that all members of the organisation are valued, motivated and encouraged. | A/I | Essential |
| 5.5 | The promotion of high professional, moral and personal standards in all aspects of the organisation, subscribing to the Nolan Principles. | A/I | Essential |
| 5.6 | A demonstrable commitment to equality and diversity. | A/I | Essential |
| 5.7 | An empathy and appreciation of Welsh Culture, language and heritage. | A/I | Essential |
| 5.8 | The belief in upholding a strong organisational brand and reputation. | A/I | Essential |
| 6 | Special Requirements | 6.1 | Ability to travel across sites and to external locations |  | Desirable |
| **Key:** | **How Identified** | **A** | Application |
| **I** | Interview |
| **T** | Test |
| **C** | Copy of Certificates |
| **P** | Presentation |