

Capel Manor College

Admissions Coordinator

Job Description & Person Specification



JOB DESCRIPTION & PERSON SPECIFICATION

JOB DESCRIPTION

Post	Admissions Coordinator
Scale	Business and Learning Support
Grade	Scale Points 4 points 15-18
Responsible to	Team leader in Admissions
Location	Enfield
Contract	Full-time, Permanent

Key Responsibilities:

The key responsibility of the Admissions Coordinator is to provide excellent and proactive admissions service across the College, liaising with schools and other campuses to ensure a prompt and seamless transition from initial enquiry through the enrolment and admissions processes. Ensure key records are kept up-to-date at all times, with all data and documentation processed efficiently and without delay. Advise on all student and College issues related to enrolment and admissions, including funding and financial support.

Responsibilities:

1. Ensure the effective administration of the student admissions processes, including:
 - a. acknowledging applications
 - b. arranging and maintaining interview schedules, in liaison with teaching staff
 - c. sending offers of places and keeping accurate records
 - d. maintaining contact with applicants
 - e. enrolling students as soon as practicable, and assisting with the completion of the enrolment process for late enrollers
 - f. forwarding details of joining arrangements and induction programmes
 - g. requesting letter of intent from employers and passing on for invoicing
 - h. adding higher education applications to the Resource Education Management Information System (REMS), working collaboratively with the Royal Agricultural University as necessary
 - i. monitoring recruitment numbers and providing summary updates
 - j. ensuring all data and records are updated throughout the process
 - k. processing student fees, cashing up and reconciling tills on a daily basis
2. Understand and have good knowledge of learner eligibility with regards to funding, ensuring appropriate advice is provided and data kept updated
3. Contribute actively to all aspects of the enrolment and admissions process, including fee assessment and processing, enrolment boxes, fee refunds, transfers and withdrawals, and ensuring that all actions take place in a timely manner
4. Compile data regarding loans for level 3 and 4 courses, checking what funding is available for each course and checking the Learning Aim Reference Service (LARS). This will include keeping appropriate records on the Advanced Learner Loan portal, updating all details as required and inputting loan payments onto the REMS system
5. Collect payments and reconcile tills on a daily basis outside of key enrolment days/periods, and particularly in relation to instalment payments, locker deposits, material fees and course deposit fees
6. Develop an extensive knowledge and understanding of the information needed by and for the College, particularly with regards to the data collected for Young People's Learning Agency (YPLA) and Skills Funding Agency (SFA) and implications on College funding
7. Process all 16-18 and 19+ bursary applications, supporting students, checking forms and validating all documentation and signing off eligibility for the bursary, together with Free College Meals (FCM), producing a weekly FCM report for Finance and a half-termly bursary bulk payment report

8. Authorise Transport for London (TFL) oyster card applications online
9. Assist with enquiries about short courses, commercial activities and vocational courses, as well as maths and English requirements
10. Being conversant with the REMS system and procedures for full-time and part-time admissions and enquiries, organising and inputting enrolment data entry accuracy onto the system and assisting with the day-to-day maintenance and validation of data
11. Support the Management Information Systems (MIS) team and work on the Error List, understanding the Individualised Learner Record (ILR) and funding requirements
12. Contribute to the training, updating and ongoing support of Admissions staff, centre administrators and other College staff in enrolment procedures and systems
13. Take a proactive role in the mid-year enrolment processes
14. Active participation in College events and Open Days, including Advice Evenings (face-to-face and virtual) and assisting with customer service; face-to-face, telephone, email enquiries (admissions@ and study@) and live chat

General Responsibilities:

1. Promote and implement all College policies, particularly those which refer to health & safety, equality of opportunity and Safeguarding young people and vulnerable adults
2. Participate in College programmes of staff appraisal and continuing professional development
3. Develop effective working relationships internally and with external partners
4. To operate at all times in line with the College's values and behaviours
5. Undertake other duties as may reasonably be required in the interests of the efficient functioning of the College

PERSON SPECIFICATION

Qualifications

- Possess a Level 2 qualification in English and Maths or a willingness to achieve within a specified period
- Educated to Level 3 standard, or equivalent
- Evidence of continuous professional development

Experience

- Demonstrable knowledge and experience in the application of all aspects of Microsoft Office including the use of email, spreadsheets, databases and word processing
- Knowledge of College funding streams
- Experience of working in a busy administrative environment and managing high volumes of work
- Experience of dealing with customer enquiries and providing advice to customers
- Experience of handling cash and credit card payments, issuing refunds and chasing up payments

Skills, Abilities and Knowledge

- Ability to develop positive working relationships with individuals at all levels
- Ability to input data efficiently and accurately and to understand the operation of specialist data systems
- Ability to interpret and advise on funding and support for students
- Good administrative skills
- Good analytical skills, with attention to detail
- Good team working skills
- Good organisational skills
- Good customer service/customer-facing skills

- Excellent interpersonal skills
- The ability to deal with a diverse and wide-ranging workload and keep calm under pressure
- Good verbal and written communication skills
- Ability to work pro-actively and independently
- Calm under pressure
- A willingness to work flexibly outside normal hours by agreement and as required

Other Factors

- An understanding of and commitment to safeguarding young people and vulnerable adults
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people/vulnerable adults
- Emotional resilience
- The ability and determination to promote equality, diversity and inclusion throughout all aspects of College life, including employment and service delivery
- Should the position involve regular driving, a clean driving licence is required