



### **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Sessional Information Assistant- (Fixed Term until 30 <sup>th</sup> October 2018)
<b>GRADE/SALARY:</b>	£9.54 per hour
<b>STATUS:</b>	Sessional
<b>HOURS:</b>	Variable – To be discussed at interview <b>(Must be available over August and September 2018)</b>
<b>RESPONSIBLE TO:</b>	Deputy Head of Admissions
<b>CAMPUS:</b>	Langley/Strode's/ Windsor
<b>JOB PURPOSE:</b>	To support the Central Admissions Team with inputting applications and enrolments efficiently and accurately using the College database. This includes administration, inputting and retrieving information from the database, tracking applications, enquiries and preparing correspondence.

**N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated by the Principal.**

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#### **The main duties and responsibilities of the post include the following:-**

1. To provide Data Entry support over the busy enrolment period. To capture accurately key data relating to enrolments and support the front line Learner Services department with the enrolment process.
2. To deal promptly and efficiently with telephone and e-mail enquiries. To pass on to appropriate staff those enquiries requiring specialist assistance. To seek at all times to exceed customer expectation of the student/customer support activity.
3. To work towards and assist the Deputy Head of Admissions with maintaining agreed department operational procedures and practices, contributing to a high quality information service.
4. To fulfill duties in a professional manner in order that the customer has a good impression of the College.
5. To ensure that all aspects of Admissions and Customer Services department work are conducted in an impartial and unbiased manner, implementing the college's policy for parity of treatment and equality and respect for all.
6. Any other duties commensurate with the grading of this post as may be required from time to time.

**NOTE**

The post may be based at one of the current College campuses, but the duties of the job may require the post holder to work at any College campus or other location connected with the work of the College. Travel between the college's main campuses will form a requisite part of this post.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.

The post holder is required to have a commitment to:

- The continuing development and implementation of the College's Diversity & Equality Policy.
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular.
- The principles and procedures set out in the College's Safeguarding and Promoting Welfare for Children & Vulnerable Adults Policy.
- The principles and procedures set out in the College's Data Protection Policy

April 2018

## PERSON SPECIFICATION

### Sessional Information Line Assistant – (*Fixed Term until 30<sup>th</sup> October 2018*)

	Essential	Desirable	Source of Evidence
<b>EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS</b>			
5 GCSEs Grade C or equivalent, including English and Maths. ( <b>Please state this in your application form</b> )	✓		AF
<b>EXPERIENCE</b>			
Experience of working in a customer-focused environment and providing high quality customer service.	✓		AF / IV
Demonstrable experience of providing high quality administration skills.		✓	AF/IV
<b>SKILLS / KNOWLEDGE / ABILITIES</b>			
Demonstrable oral and written communication skills	✓		AF/IV
Proven experience of administration work	✓		IV
Demonstrable IT skills including Microsoft Word, Excel, Outlook, Internet and ability to work with complex databases.	✓		AF
Proven ability to be flexible and adapt to changing working environment	✓		IV
Proven ability to work effectively in a team	✓		IV
Proven organisational skills and the ability to work under pressure and meet deadlines.	✓		IV
High level of attention to detail and accuracy	✓		IV
Full Driving Licence		✓	AF

Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview

All of the elements marked IV will be assessed at interview

All of the elements marked AF/IV will also be assessed at interview

All or some of the elements may be assessed by the Test/Presentation