

Loughborough College Job Description

1. Job Details

Job Title: Enrolment Officers (Temporary)

Reporting To: Student Recruitment Manager

Department: Student Recruitment

Annual Salary (FTE): £9.15 per hour (Inclusive of Holiday Pay)

Date: March 2018

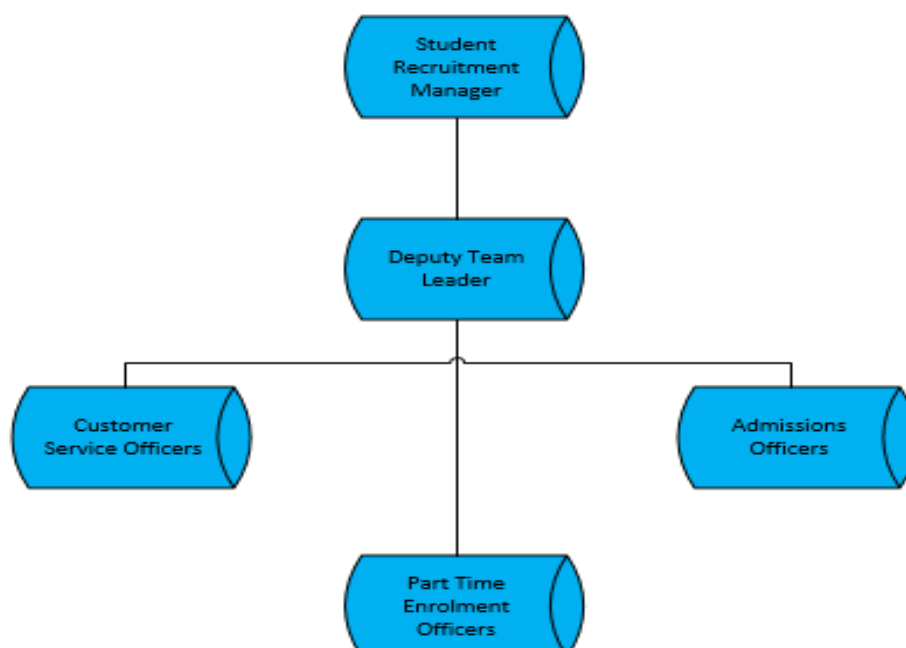
2. Job Purpose

To undertake full/part-time enrolment duties using computerised software system. Record and issue travel passes and parking permits. Assist in the distribution of college publicity materials. Generally assist with all processes during the enrolment period.

3. Dimensions

Not Applicable

4. Organisation Chart



5. Key Responsibilities

- Assist in the welcoming and greeting of new students
- Enrol students using computerised software system, ensuring that data is accurate
- Check financial information and programme confirmation forms, and input accurately onto the college systems
- Assist in scanning and checking student enrolment forms
- Issue car parking permits
- Produce student ID cards
- Input student qualifications
- Assist in the distribution of leaflets and prospectuses
- Responsibility for promoting and safeguarding the welfare of children, young people and vulnerable adults that you may be responsible for or come into contact with
- Assist with other duties as requested

6. Key Result Areas

Action	Result
Successful and attentive data entry input for all records.	Right student, on the right programme of study.
Friendly, welcoming and efficient service provided to all incoming customers.	Excellent first impressions lead to a cohesive and successful induction experience.
Adaptable and flexible approach to all tasks required.	All demands met at a crucial time for the business and its customers.

7. Key Working Relationships and Communications

Internal:	Members of the Student Recruitment Team, Members of the Finance department, Members of the Information Services department, Teaching staff, Business Support staff
External:	External Agencies

8. Scope for Impact

Not Applicable

9. Competency Profile

The following profile is a description of the required competencies of the role:

Competency	Descriptor	Competency	Descriptor
Accountable - <i>We have full ownership for our actions, thinking through our decisions and taking responsibility for the outcomes.</i>	Continually improves own performance and increases skills and knowledge. Works efficiently; makes best use of the College's resources. Manages own health, safety and wellbeing; complies with College policies.	Entrepreneurial - <i>We think outside the box, exploiting technology and providing opportunities using our initiative and creativity.</i>	Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks. You try new approaches and are not tied down by the existing ways of doing things. You understand how your tasks fit into achieving the College's outcomes.
Agile - <i>We are flexible and responsive in all that we do and demonstrate adaptability towards new challenges and changing environments.</i>	Handles change with responsiveness and adaptability. Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard. Understands customer expectations; delivers consistently high quality service. Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.	Inspiring - <i>We are passionate and positive about what we do, creating challenging and motivational environments where everyone grows and succeeds.</i>	Own actions and behaviours are inspiring and engage others. Enthuses others with accurate and relevant subject knowledge. You listen to people and allow their thoughts and ideas help you perform your function better.
Engaging - <i>We are focussed on building relationships, using clear communication to ensure everyone participates and feels part of the College.</i>	Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter. You understand the goals of your team or department and you understand how your contribution impacts on achieving these.	Integrity - <i>We are open, honest and transparent in our work, behaving professionally and ethically at all times</i>	Own work consistently contributes to the strategic aims of the College. Own work consistently contributes to the strategic aims of the College. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.

10. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1	Possess qualifications in Maths and English Levels 4-9 (GCSE grades A-C)	✓		Application/ Certificates
EXPERIENCE				
2	Experience of using Microsoft Office applications (e.g. Word, Outlook and Excel)	✓		Application/ Interview
3	Experience of working with customers and handling cash	✓		Application/ Interview
4	Experience of team work within a fast paced environment		✓	Application/ Interview
SKILLS & KNOWLEDGE				
5	Excellent customer service and interpersonal skills	✓		Application/ Interview
6	Excellent attention to detail	✓		Application/ Interview
7	Ability to work accurately under pressure	✓		Application/ Interview
8	Possess good planning and organisational skills		✓	Application/ Interview
9	Be able to work flexibly		✓	Application/ Interview
10	Excellent communication skills both oral and written	✓		Application/ Interview
BEHAVIOURS				
11	Availability between the required dates	✓		Interview
12	Your previous work/life history provides evidence that you are safe to work with children and vulnerable adults	✓		Interview/ DBS check

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment
2. Loughborough College retains the right as a condition of your employment to require you to undertake such other duties as may be expected of you in the post mentioned above, or in a similar post within the College
3. This job description and person specification was prepared in March 2018 and may be amended in light of changing circumstances following discussion with the post holder

11. Job Description Agreement

Job Holder Signature		Date	
Manager Signature		Date	