

Human Resources

Job Description

Position details:

Job Title:	Hourly Paid Enrolment Support Assistant
Department:	MIS
Reporting To:	National Minimum Wage
Pay Scale:	N/A
Salary:	Fixed Term: until 20th September 2019
Status:	As and when required

Overview of Job:

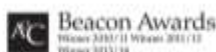
- To work as part of the College Information Services team and provide data entry and front line enrolment support within front of house services at all college sites.
- To provide support on all aspects of the enrolment process including general administrative duties.
- To support the provision of an outstanding customer service.
- To support the finance function with the effective collection of fees and payments in accordance with the Fee Policy.
- Responsibility for ensuring that receipting, banking and all cash handling tasks are completed to a high degree of accuracy and that all tills are reconciled and cashing up processes are adhered to.
- To provide high quality and timely data processing.
- To support the back office data entry and checking processes.

Key Responsibilities and Accountabilities:

- To ensure that all data is accurately completed, input and retained, in order to support the College's Quality Strategy.
- To effectively complete general administrative duties as directed by the Customer Service Team Leader.
- To provide professional and effective data management service using the College's central system by;
 - providing a highly effective and efficient data processing service to all College customers
 - supporting the delivery of a professional and responsive enrolment desk service
 - providing accurate and timely responses to data processing requests in order to meet internal and external deadlines.
- To support the mission of MIS to deliver service excellence to our customers by;
 - being committed to providing an excellent, professional and helpful customer service at all times
 - being willing to change and adapt to changes in working practices
 - being flexible in working arrangements across college sites
 - prompt and efficient handling of all queries associated with learner records and its associated data
 - informing the Customer Service Team Leader of problems as they arise
 - show reliability by ensuring that all allocated hours are attended and on time.
- Any other duties reasonably required.

Mandatory Requirements:

- **Other Duties** – To carry out any other duties which may be reasonably determined from time to time and during peak times by the Corporation or Line Manager.
- **Commitment to Safeguarding** - Safeguard the wellbeing of students, including responsibility for reporting concerns to the College Safeguarding Team.
- **Commitment to the Prevent Duty** – To prevent students and staff from being drawn into terrorism, including responsibility for reporting concerns to the College Safeguarding Team.
- **Disclose & Barring Service (DBS) Check** - All staff will be required to have an enhanced DBS check.
- **Commitment to Equality and Diversity** - To comply with the requirements of the College's Equality & Diversity Policy and to promote Equality & Diversity in all activities, including responsibility for reporting concerns to the College's E&D Operational Group.
- **General Data Protection Regulations (GDPR)** – To comply with GDPR legislation and requirements.
- **Health and Safety** - To comply with the requirements of the Health and Safety at Work Act 1974. To fulfil your duties in accordance with College Health & Safety policy and procedures.
- **Continued Professional Development (CPD)** – To be committed to participating in performance discussions, continuous professional development and industrial upskilling.
- **Code of Conduct** – Demonstrate at all times a commitment to the College's values and Code of Conduct.



Person Specification

Attribute	Criteria	Essential (E)	Desirable (D)
Competences	Acts consistently with College values.	E	
	Gives support to others.	E	
	Monitors and reviews progress of own work.	E	
	Keeps appropriate records as required.	E	
	Pays attention to detail.	E	
	Meets deadlines.	E	
	Interacts confidently with others.	E	
	Thinks logically.	E	
	Explains simple concepts and ideas clearly and fluently.	E	
	Willingness to learn from experience. Prepared to seek help and guidance when necessary.	E	
	Positive and enthusiastic.	E	
	Displays a professional manner at all times.	E	
	Relates effectively with other team members and with customers/contacts in other teams.	E	
	Is happy to change working methods when situation demands.	E	
	Willingness to learn from experience including setbacks.	E	
	Is reliable and happy to work flexible hours.	E	
Experience	Experience of working within an administration environment.		D
	Experience of front of house services including cash handling.		D
Professional Skills	Good interpersonal skills and able to work as part of a team.	E	
	Ability to work to deadlines.	E	
	Good time management.	E	
	Good numeric and analytical skills.	E	
	Strong communication skills.	E	
	Basic IT skills.	E	
	Must be suitable to work with young people and adults at risk of harm.	E	
	Ability to recognise discrimination and be able to demonstrate an awareness of equal opportunities.	E	
Qualifications and Training	GCSE A* - C in English and Maths qualifications (Grades 9 – 4) or equivalent.	E	
	Safeguarding, Prevent, Equality and Diversity, GDPR and CEOP training to be completed within one month of appointment.	E	