

**Job Description**

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| Job Title: | Recruitment and Admissions Officer |
| Reporting to: | Recruitment and Relationship Coordinator |

**Purpose of role:**

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| At SS&L we strive to provide excellent customer service, and as a member of the wider Business Development Team you will play a key role in ensuring we meet this goal. You will be the first point of contact for all inbound communications including phones, email, social media and live chat. The Front Door Team play a key role in the recruitment of learners, ensuring customers are well informed and that their journey to the classroom is smooth and seamless. As a Recruitment and Admissions Officer, you will play an active role in recruiting new learners to SS&L through relationships with school’s referral partners and other agencies. You will provide information, advice and guidance to prospective learners, carrying out Information, Advice, and Guidance and helping the learner to find the right study path for them.  The customer experience for both internal and external customers is at the heart of this team, so flexibility, communication, organisation and being pro-active are essential qualities for this post.  Whilst the primary function of this role is based in the Front Door Team, there may be times when you are also responsible for undertaking tasks associated with the smooth running of business support – this might include basic H&S checks, general administration duties to support the curriculum delivery teams or exam invigilation. |

**Main Duties:**

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| Due to the nature of our business the role will work flexibly to meet the company needs. Working patterns will be agreed at least two weeks in advance and working hours will be limited as far as possible to Monday to Friday 0830 to 2030 and weekends 0830 to 1600.  Your tasks will be to assist and support the Front Door team with the following group responsibilities:   * Answering all incoming enquiries – phone email, website, in person   + Signpost to relevant teams where appropriate * Taking an active lead in Schools’ engagement activity – Careers Fayre’s, CEIAG and relationship with schools partners * Supporting learners with outstanding CEIAG across all delivery streams   + Complete IAG phone calls with learners * Attend learner facing events and expos * Supporting schools, transition panels, SEND reviews (with curriculum colleagues) * Conduct initial assessment including qualification checks, skills scan, and send century tech assessment where needed * Send heads up form to Customer Relationship Team * Processing Sign ups * Sending application packs to new learners * Leading or assisting with enrolment sessions across the region * Contacting applicants and booking telephone or Teams interviews / calls * ESOL learner support with applications * Support the bursary process (16-19) * Offering course starts, pending compliance checks * Following up with vacancies advertised online such as Indeed, job sites etc. * Review new applications and add to tracker * Monitor NCS and external websites and rectify incorrect information * Face to face visitor greeting at Churchill house * Check and maintain applicant sheet * Processing of applications for ASF courses * Promote progression of learners through ongoing relationship and liaison with curriculum colleagues * Update recruitment trackers for learners at each stage of the enrolment process * Any other duties or responsibilities required by the business, as commensurate with the grade of the post. |

**Mandatory Duties:**

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| * Undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the Company * Commitment to promoting Equal Opportunities * Commitment to the safeguarding and welfare of SS&L learners and staff * Evening or weekend work may be required depending on the needs of the business * Where the post-holder is requested to work additional hours outside of the normal working day and contracted hours, time off in lieu will be agreed with the line manager |

**Person Specification:**

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| 1. Key Competencies | |
| * Excellent verbal and written communication * Excellent customer care skills * Literate, numerate * Administrative experience * ICT skills and CRM experience * Listening skills * Problem analysis and problem solving * An understanding of the principles of equal opportunities and a commitment to anti-discriminatory practice * Information, Advice and Guidance experience | |
| 2. Work Experience | |
| Essential | Desirable |
| Previous experience working in:   * Customer service * Data entry * Working in a team * Managing workloads to meet deadlines * Administration or other office work * Working with large spreadsheets/databases | * Call centre experience * Working in post 16 education |
| 3. Qualifications & Skills | |
| Essential | Desirable |
| * GCSE or equivalent, English, maths – grade 5 or above * Excellent & confident IT user | * Diploma in Administration or Customer Service * IAG Level 2 qualification or above |
| 4. Personal Qualities and Other | |
| Essential | Desirable |
| * Ability to work collaboratively within and across teams * Flexible approach to work * Organised * Proactive and solution focused * Customer focused * Excellent communication skills * Self-motivated * Have your own car with business use included on your policy and be able to travel across Somerset |  |