

**Job Description**

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| Job Title: | Recruitment and Admissions Administrator  |
| Reporting to: | Recruitment and Onboarding Coordinator  |

**Purpose of role:**

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| At SS&L, we strive to provide excellent customer service, and as a member of the Business Development Team you will play a key role in ensuring learners, employers, and partners receive timely communication, accurate information, and a professional experience.This role works to support Recruitment and Admissions Officers within the Front Door Team, working in the first line of communication for all learners. This role is responsible for:* **Gathering and checking all learner evidence** (e.g., ID, qualification certificates, eligibility paperwork) in line with ESFA requirements.
* **Maintaining and updating learner records, CRM systems, and internal trackers** to ensure accuracy and compliance.
* **Owning the integrity of all admissions-related documentation and data**, ensuring it is audit-ready.
* General administrative support for the Front Door Team, including telephony, rotation to the front desk at our Head Quarters in Bridgwater, and working closely alongside other administrators to ensure smoothness of handover to the Customer Relationship Team.

This role **combines administration with compliance, data management, and frontline customer service** in a way that directly supports organisational recruitment targets and mitigates funding risk. Accuracy is critical to safeguarding funding, audit compliance, and enabling Officers to maximise their impact with learners. |

**Main Duties:**

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| **Learner Enquiries & General Support*** Act as the first point of contact for incoming enquiries (phone, email, website, in person), answering general queries or directing learners to an Officer for guidance where appropriate.
* Provide clear and timely communication with learners, ensuring they feel supported and informed throughout the admissions process.
* Support the organisation of learner-facing events such as open days, careers fairs, and enrolment sessions.

**Evidence Gathering, Records & Systems*** Take responsibility for collecting and validating all learner evidence required for funding and admissions.
* Ensure learner records, trackers, and CRM entries are kept accurate and up to date at all times.
* Monitor outstanding evidence, proactively following up with learners to secure compliance documentation.
* Safeguard the accuracy of all systems and databases, ensuring they are audit-ready.

**Administrative Support to Officers*** Prepare admissions paperwork and documentation, ensuring compliance and accuracy with ESFA requirements.
* Support bursary administration by logging applications and checking evidence, escalating cases to Officers where guidance is required.
* Provide timely data and reports to Officers and the Coordinator to support recruitment target monitoring, compliance checks, and funding assurance.

**Learner Tracking & Destinations*** Update and monitor records of learner progress, outcomes, and destinations on internal trackers and systems.
* Provide summaries and analysis for Officers and managers to support decision-making.
* Liaise with colleagues across curriculum and employer engagement teams to keep progression and destination information current.

**Compliance Accountability*** Ensure all records and processes comply with ESFA funding rules.
* Understand that errors in this role can result in loss of funding or audit risk, requiring a high degree of accuracy and specialist knowledge.
* Proactively identify and address potential compliance risks in learner records, evidence collection, and system maintenance.
* Maintain specialist knowledge of ESFA funding rules and ensure internal practices reflect current requirements.

**Reception & Site Duties*** Provide cover on the reception desk, welcoming visitors and managing incoming calls in a professional manner.
* Carry out routine administrative tasks including filing, photocopying, and document preparation.
* Support basic H&S and site duties at Bridgwater Head Office where required.

**Other Duties*** Undertake any other responsibilities commensurate with the grade of the post and in line with operational needs.
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**Mandatory Duties:**

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| * Commitment to promoting Equal Opportunities.
* Commitment to safeguarding and the welfare of SS&L learners and staff.
* Evening or weekend work may occasionally be required depending on business needs.
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**Person Specification:**

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| 1. Key Competencies |
| **Key Competencies*** Strong organisational skills with excellent attention to detail.
* Experience in evidence management, compliance, or audit-sensitive administration.
* Proactive in maintaining accurate records, following up on outstanding actions, and ensuring compliance with ESFA requirements.
* Skilled in gathering, validating, and managing learner evidence to audit-ready standards.
* Good interpersonal and communication skills, with a professional and approachable manner.
* Ability to manage multiple tasks and prioritise effectively while meeting deadlines.
* Confident in using IT systems (Microsoft Office, CRM, databases) for data management and reporting.
* Commitment to confidentiality, GDPR, and data protection.
* Understanding that accuracy in this role directly impacts funding, compliance, and organisational targets.
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| 2. Work Experience |
| Essential | Desirable |
| * Experience in administration, customer service, or office support.
* Experience maintaining accurate records and working with IT systems.
* Demonstrable experience of handling enquiries and providing accurate information.
* Experience gathering and checking documentation/evidence for compliance purposes.
 | * Experience in an education, training, or recruitment environment.
* Experience using CRM or learner management systems.
* Experience supporting admissions or enrolment activities.
* Experience working in a compliance-focused or audit-sensitive environment.
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| 3. Qualifications & Skills |
| Essential | Desirable |
| * Level 2 or above qualification in English and Maths.
* Strong IT skills (Microsoft Word, Excel, Outlook, Teams).
* Excellent written and verbal communication skills.
* Administrative experience relevant to recruitment, compliance, or learner data management.
 | * Level 3 qualification in Business Administration, Customer Service, Compliance, or related field.
* Knowledge of safeguarding, equality & diversity, and GDPR requirements in an education context.
* Awareness of ESFA funding rules and compliance frameworks.
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| 4. Personal Qualities and Other |
| Essential | Desirable |
| * Friendly, approachable, and professional.
* Highly organised, reliable, and detail-oriented, with a proactive approach.
* Flexible and adaptable to changing priorities.
* Committed to SS&L’s values and to safeguarding and promoting the welfare of learners.
* Demonstrates accountability for accuracy, recognising its direct impact on funding and compliance.
 | * Knowledge of local education, skills, and employment landscapes in Somerset and the South West.
* Willingness to undertake training and development, particularly in compliance and data management.
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