

<b>Post Title</b>	<b>Senior Customer Service / Admissions Officer</b>
<b>Location</b>	Craven College (Multi Site), Skipton
<b>Rate of pay</b>	Craven College Harmonised Pay Scale
<b>Hours</b>	<p>30 - 37 hours per week</p> <p>There will be a requirement for the department to be staffed from 8.30am to 5.00pm Monday to Thursday, 8.30am to 4.30pm Friday, including lunchtimes.</p> <p>To work on a flexible basis in line with needs of the College which may include occasional weekends and evenings. Evening rota/s to be covered on a rota basis for T.O.I.L</p>
<b>Responsible to</b>	Head of Customer Services and Admissions
<b>Special Conditions</b>	A full enhanced check via the Disclosure and Barring Service will be required for this post
<b>Closing Date</b>	Sunday 1 February 2026
<b>Post No.</b>	B267

If you have not heard from us within 28 days of the closing date on this occasion you have not been shortlisted. Please feel free to apply for futures roles as appropriate.

**If you experience any difficulties in accessing any employment information or completing the College application form, please contact Human Resources [HR@craven-college.ac.uk](mailto:HR@craven-college.ac.uk)**

### MAIN JOB PURPOSE

To support the Head of Customer Services and Admissions with the day-to-day tasks of coordinating and delegating the responsibilities of the Customer Services team. To oversee the day-to-day functions of the Customer Services Team. To manage the effective deployment of the Customer Services Team by providing direction, guidance, coaching, support. To be able to motivate the Customer Services team and maintain a comfortable and conducive working environment. To function as an effective team member within the Customer Services and Admissions team

### KEY DUTIES AND RESPONSIBILITIES

This job description is a guide to the duties you will be expected to perform immediately on your appointment. These may change in the future in line with the strategic direction and development of the College.

- To manage the effective deployment of the Customer Services Team by managing and providing guidance, coaching, and support
- To provide effective line management, and supervision of the team this will include managing sickness and conducting personal development reviews.
- To undertake regular meetings with the Customer Service team to ensure that tasks are progressing and service standards are maintained.
- To lead in identifying and implementing team training requirements, and to ensure any training systems are complied with and are effective.
- Participate in the recruitment, selection and employment of new staff to the Customer Service team.
- To champion excellent customer service to provide the best customer experience and drive a professional service
- To be the first point of contact for students and staff, and externally from potential students and external bodies dealing with all enquiries in a professional manner to ensure maximum customer satisfaction.
- To operate an efficient, proactive and professional admissions service, providing full and current information, advice and guidance regarding the college's offer in a clear and helpful manner from enquiry, through application, with a strong focus on conversion of enquiries to enrolment, using every opportunity available to maximise income.
- To act as the main contact for students applying to HE at Craven College, including the processing of all associated administration through the UCAS system.
- To arrange interviews as required by entry requirements for both FE and HE courses.
- To assess applications including FE, HE (including UCAS), Apprenticeships and part-time courses making decisions on the suitability of applicants to study, ensuring a fair, consistent, open and professional service that evidences good practice.

- To lead the process of applications from internal students to UCAS including checking forms, adding data, chasing and adding references and providing reports to line manager.
  - To provide financial information and impartial advice on matters relating to financial support including Bursaries, Travel, Advanced Learner Loans and HE financial support.
  - To maintain an efficient administrative system through inputting, validating and maintaining student details on the College management information system including the processing of pre-enrolment DBS checks.
  - To keep up to date with future changes in curriculum and college events and promotions and attend Taster Days, Careers Events, Open Evenings / Days and other promotions as required.
  - To work with the Customer Services and Admissions manager on management tasks and projects and provide administrative and support services as required.
  - To assist the examinations Department with invigilating in examinations where required.
  - To function as an effective team member within the Customer Services Department and to provide input into the development of the customer service process and suggestions for continuous improvements of service.
  - To participate in the College appraisal scheme and staff development activities as required and undertake further professional development in line with the needs of the College.
  - Any other duties commensurate with grade and status as may reasonably be requested.
  - You will be expected to be fully conversant with the college's range of equality and diversity and safeguarding policies and procedures, to ensure the health, safety and welfare of all learners and staff.
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### PERSON SPECIFICATION

The person we are hoping to appoint will meet all the following essential requirements and some or all of the desirable requirements.

#### ESSENTIAL REQUIREMENTS

- Qualified to Level 2 (GCSE Grade A\*-C or equivalent) in English and Maths (or willing to work towards completion within a specified time frame)
- Experience and knowledge of management of staff.
- Experience/knowledge of the FE sector admissions services.
- Experience of working in a busy, high-volume, face-to-face and other channels, customer focussed environment setting with excellent customer service skills
- Excellent range of administrative skills to include word processing, spreadsheets, databases.
- Demonstrable evidence of skills, and a commitment to a high quality customer service. Strong desire for continual improvement of the customer's experience.
- Excellent organisational and interpersonal skills, with the ability to communicate at all levels and a pleasant telephone manner.
- Ability to interpret and present full and accurate information, both verbally and in written format, in a clear manner.
- Ability to interpret and apply procedural and guidance notes and instructions.
- Experience of planning, organising and prioritising work to meet pre-determined deadlines.
- Ability to produce work to a consistently high standard, under pressure to meet changing deadlines and deliver on schedule.
- Experience of working on own initiative with minimal supervision.
- Able to work under pressure in an environment where change is a constant feature, and to manage own and others stress effectively.
- Ability to deal with personal information in a confidential and sensitive manner.
- Willingness and ability to build and maintain strong internal and external working relationships alongside functioning effectively as part of a team being supportive of other team members to work cohesively together.
- Ability to relate to young people, with an interest in their future development.
- Willingness and ability to work flexibly to meet the needs of the College.
- Willingness to undertake Level 2 qualification in numeracy and literacy.

#### DESIRABLE REQUIREMENTS

- Relevant Customer Service qualification or training/experience.
- NVQ Level 2/3 qualification in Customer Service, Information, Advice and Guidance or willingness to work towards, or experience of providing information, advice and guidance
- Experience/knowledge of student database systems.
- Experience of working with young people.
- Willingness to train as a First Aider.