



Unlocking potential, changing lives

Job Title	Customer Service & Admissions Officer
Location	Skipton, multi site
Rate of pay	Craven College Harmonised Scale
Post No	B272

JOB PURPOSE

To be the first point of contact at Craven College for students, staff, and visitors. To provide a highly responsive customer driven 'One College' service to enquiries and admissions. To provide administrative support for the organisation.

KEY 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 deal with customer enquiries positively and professionally.
- To deliver an excellent, information, advice, guidance, and support service to all current and potential students. Ensuring a strong focus on conversion of enquiries through application to enrolment.
- To provide a comprehensive admissions service for FE & HE and part time courses at Craven College to include:
 - Processing of all associated administration through the college's internal and UCAS systems.
 - To assess applications including FE, HE, Apprenticeships and part-time courses.
 - Arranging interviews as required by entry requirements for both FE and HE courses.
 - Manage and process applications from internal students to UCAS including participating in advice sessions, checking forms, adding data, adding references.
- To provide financial information and impartial advice on matters relating to financial support including Bursaries, Travel, Advanced Learner Loans and Student Loans.
- To process DBS applications for students if required for their course.
- To provide administrative support across the college, including processing the ordering of goods for departments.
- To attend events and promotions including Taster Days, Careers Events, Open Evenings / Days and other promotions as required.
- To provide a first-class reception service to all visitors and students.
- To deal with the mail internally and externally, ensuring deadlines are met.
- To take payments for course enrolments and other payments as required. Cashing up daily and banking of takings.
- To maintain records of visitors in and out of the building for security and safety purposes
- To assist the examinations Department with invigilating in examinations where required.





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- You will be expected to be fully conversant with the College's range of equality and diversity and safeguarding policies and procedure to ensure the health, safety and welfare of all students and staff.
- Participate in the College's appraisal scheme and undertake continuing professional development in line with the needs of the College.
- Any other duties commensurate with grade and status as may reasonably be requested.

This job description and person specification is current at the date of issue. Changing organisational needs may require the job description to change, within reason, after prior consultation with the post holder.



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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

- Good general education including 4 GCSE's including at least Grade C or equivalent in English.
- A qualification to at least Level 3 or equivalent.
- Excellent range of administrative skills with MS Office Applications.
- Experience of working in a busy, high-volume customer focussed environment.
- Excellent organisational and interpersonal skills.
- Ability to interpret and present full and accurate information, both verbally and in written format, in a clear manner.
- Excellent written and verbal communication skills.
- Ability to produce work to a consistently high standard to meet deadlines.
- Ability to relate to young people, with an interest in their future development.
- Have self-confidence and ability to speak to groups of students / visitors.
- Highly organised with effective time management skills.
- Willingness and ability to function as part of a small team.
- Ability to work flexible hours including evenings and occasional Saturday's.
- Ability to follow instructions, procedures and guidelines with accuracy and high attention to detail.
- The ability to maintain a professional, can-do attitude.
- Willingness and ability to undertake further professional development linked to the curriculum and College needs.

Desirable Requirements

- NVQ Level 2/3 qualification in Customer Service, Information, Advice and Guidance or prepared to undertake.
- Awareness of safeguarding legislation.
- Experience/knowledge of the FE sector.
- Experience of working with young people.
- Experience of marketing/promotional events.

CONDITIONS

This post is subject to a probationary period of 6 months, upon successful completion of which will become permanent.

To work on a flexible basis in line with needs of the College which may include occasional weekends and evenings.

A full enhanced disclosure check via the Disclosure & Barring Service will be required for this post





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VISION, MISSION AND VALUES

Vision: To be exceptional in everything that we do
Mission: Proudly serving our communities by delivering high quality education and training
Strapline: Unlocking potential, changing lives Unlocking potential

Values:

We are 'One College, One Team' working together in a respectful and considerate way to achieve our Vision and Mission

Our core values underpin our conduct and our decision-making

- 1.0 We are ambitious for our students and staff, striving for excellence in all we do
- 2.0 We act with integrity and build trust through respectful, consistent, transparent and ethical behaviours
- 3.0 We take responsibility and ownership for our actions and decisions. We hold ourselves and each other to account
- 4.0 We value professional curiosity and creativity seeking out new knowledge, ideas and embracing change to drive our progress

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 future 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

