

LINCOLN COLLEGE JOB DESCRIPTION

Post Title:	Enrolment Officer	Post Number:	CS0742S
Daily Supervision:	Digital Engagement Supervisor	Grade:	CSS Scale 2
Department:	Marketing and Communications - Digital Engagement Team	Last Updated:	May 2021

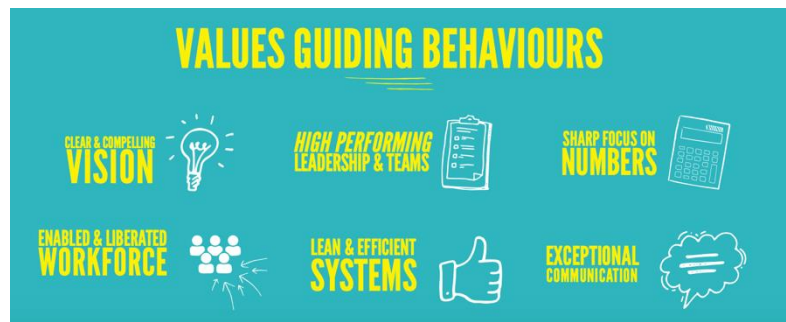
Our Vision:

To be an extraordinary organisation whose talented students, staff, governors and alumni ensure that it adds recognised social and economic value to its local communities by providing high quality education and training and making people exceptionally well prepared for work, potentially via higher education.

Our Mission:

Employer-led; producing a highly skilled and productive local workforce.

Our Cornerstones of Success & Values Guiding Behaviours:



Job Purpose:

Effective and customer-focused enrolment data collection and inputting to ensure college policy, audit and conditions of funding requirements are met.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Accurate and timely processing of enrolments via the College management of information system.
2. Check financial information and programme confirmation forms, and input accurately onto the college systems.
3. Support supervisors in ensuring daily and weekly tasks are completed and targets are met.
4. Assist in the welcoming and greeting of new students
5. Assist in scanning and checking student enrolment forms.
6. To ensure the accurate and timely input of student qualifications on entry.
7. To engage fully with training to enable up-to-date knowledge of the college policies and systems.
8. To deal courteously and promptly with customer enquiries.
9. To assist with the validation of data by performing regular checks.
10. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
11. To maintain professional standards and expertise by undertaking relevant professional development.
12. To conform with the Health and Safety requirements relevant to the post.
13. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.

PERSON SPECIFICATION

	Knowledge	PSM
1	5 GCSEs at C/4 or above including Maths and English	A/I

	Skills/Abilities – Interpersonal	PSM
2	The ability to work in a non-discriminatory manner	A/I
3	The ability to work as a member of a team	A/I
4	Good interpersonal skills	A/I
5	High level of customer care	A/I
6	Excellent telephone manner	A/I
7	Good organisational skills	A/I/T
8	Excellent verbal, written and communication skills	A/I

	Experience	PSM
9	Recent administration experience	A/I
10	Data input experience	A/I
11	Ability to work in a customer contact environment	A/I

	Work Related Circumstances	PSM
12	The ability and willingness to work flexibly across sites and outside of normal working hours when required	A/I

	Skills/Abilities - Other	PSM
13	Level 2 IT skills to undertake relevant duties, i.e. Word and Excel or the willingness and ability to undertake relevant training	A/I/T
14	The ability to work using own initiative	A/I
15	Responsibility for safeguarding and promoting the welfare of children wherever applicable	A/I

Prepared By:	Claire Lloyd - Head of Marketing & Engagement
Date:	May 2021

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test