

LINCOLN COLLEGE JOB DESCRIPTION

Post Title:	Student Recruitment Team Leader	Post Number:	CS0849P
Daily Supervision:	Digital Engagement Manager	Grade:	CSS Scale 5
Department:	Marketing & Communications	Last Updated:	October 2021

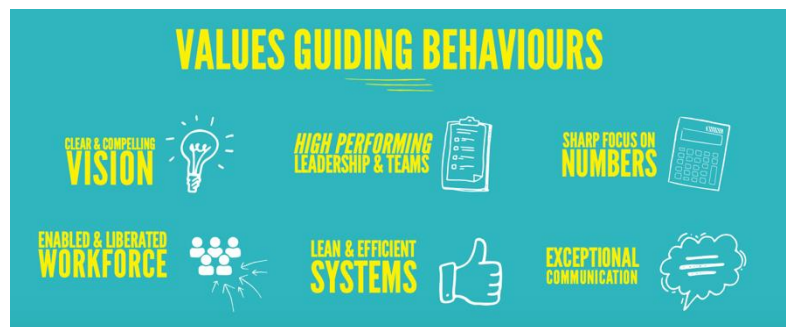
Our Vision:

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:

To be responsible for the co-ordinating the collection, validation and input of student data and assist with providing an effective enrolment and data collection process for the College.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. To be responsible for co-ordinating the collection, validation and input of all enrolment documentation, ensuring compliance with audit and funding requirements.
2. To be responsible for the daily supervision, workload planning and cover of the Digital Engagement Team in conjunction with the Apprentice Engagement Team Leader. This will include coordinating enrolment rotas and providing supervision and guidance.
3. To work in partnership with the Information Services Team to verify data provided from all areas across the College.
4. To process student applications & enrolments, to include checking and inputting of data, ensuring compliance with College procedures and requirements, by maintaining a clear understanding of:
 - the College's curriculum and course structure
 - the main funding methodologies and learner eligibility
 - the College's Fees Policy
5. To provide Enrolment, Agent and Progressions training to unit and college staff and produce written guidance notes and instructions for all relevant processes.
6. To deal courteously and promptly with customer enquiries; in writing, at the Enrolment counter, by telephone and email.
7. To assist with the validation of data by performing regular checks.
8. To liaise with Student Services to ensure that the collection and input of learner support and additional support data meets the requirements of the ILR.
9. To maintain a knowledge of GDPR legislation relevant to the post.
10. To manage and identify at-risk learners triggering mandatory attendance meetings.
11. To ensure Non-attenders are withdrawn early providing cleaner data and more effective forecasting earlier in the recruitment cycle.
12. Ensure all enrolments are withdrawn efficiently and are accurately inputted.
13. Provide information and guidance to transfer learners accordingly supported by an enrolment amendment form.
14. Provide support and guidance to academic areas in relation to data collection procedures and systems.
15. To be responsible for the administration of the BACs First system for authorising student loans.
16. To work flexibly, including evenings as required and across all the College sites.
17. To ensure all College fees are collected, including liaison with the College Finance Unit, and processing refunds as necessary. To maintain accurate records relating to cash, credit and debit transactions.
18. To liaise with Student Services concerning fee remission, Learner Support payment and general fee issues.
19. To provide cover for the Digital Engagement Manager, Apprentice Engagement Manager and Apprentice Engagement Team Leader as required.
20. 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.
21. To maintain professional standards and expertise by undertaking relevant professional development.
22. To maintain quality standards appropriate to the post.
23. To conform with the Health and Safety requirements relevant to the post.
24. 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	HNC in business desirable	A/I

Skills/Abilities – Interpersonal		PSM
2	The ability to work in a non-discriminatory manner.	A/I
3	Customer focused people skills	A/I
4	Strong team supervisory skills	A/I
5	The ability to have difficult conversations	A/I
6	The ability to work independently and use initiative	A/I

Experience		PSM
7	Admissions, enrolment or lead to sale conversion experience	A/I
8	Supervisory experience	A/I
9	Significant hands on experience in the use of a management of information system	A/I

Work Related Circumstances		PSM
10	The ability and willingness to undertake relevant staff development.	A/I
11	Willingness to work flexibly outside of normal working hours, including evenings and weekends	A/I

Skills/Abilities - Other		PSM
12	Ability to maintain and generate ideas for the development of a management of information system and associated systems and processes.	A/I
13	The ability to supervise a team to hit fixed deadlines and achieve targets.	A/I
14	Appropriate level of IT skills to undertake relevant duties, i.e. Word and PowerPoint or the willingness and ability to undertake relevant training.	A/I
15	Responsibility for safeguarding and promoting the welfare of children wherever applicable	A/I

Prepared By:	Claire Lloyd - Head of Marketing and Engagement
Date:	October 2021

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