



JOB DESCRIPTION

POST TITLE: COLLEGE INFORMATION SERVICES CO-ORDINATOR
– ADMISSIONS (MATERNITY COVER)

POST NUMBER: WREQ3133

GRADE: HAY SCALE

JOB PURPOSE

In this role you will report direct to the College Information Services (CIS) Manager, as the CIS Co-ordinator - Admissions, you will be responsible for the line management of all Admissions and Careers Advisor posts, including training and reviews. You will also oversee the admissions process for all Weston College learners, promoting the opportunities to study within the Weston College Group, providing suitable and tailored information and guidance to existing and potential students, providing outstanding customer service, and promoting and enabling student engagement with the Weston College Group.

KEY DUTIES AND RESPONSIBILITIES

As post-holder, you will be responsible to the College Information Services (CIS) Manager for the following:

Line management of all Admissions and Careers Advisor posts:

- Assist CIS manager to ensure successful staff recruitment and retention of Admissions and Careers Advisor posts.
- Training of new and existing staff in all aspects relating to admissions.
- Carry out 1:1's and annual review process for all Admissions and Careers Advisors.
- Assist in the achievement and retention of college accolades (i.e. Matrix accreditation).
- Assist in the development of admissions related process to ensure suitability, future proofing and ease of use for customers.

Assist College Information Services (CIS) Management:

- Deputising for the CIS Manager in their absence (responsibility shared with CIS Co-ordinator – Customer Service).
- Creating reporting data relating to admissions.
- Assisting in the delivery of Work Experience within CIS.
- Operating a whole team approach to working, ensuring support of all colleagues at all times.
- Covering all other CIS roles, as required.

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Being the initial point of contact for cross-college information and guidance:

- Responding to and assisting customers through the main enquiry phone lines and mailbox for general college and FE advice.
- Assisting all customers (in person, through phone, and through email) with queries relating to the Weston College Group, FE education, and funding, signposting internal or external agencies, where necessary.

Providing 19+ education and career guidance:

- Providing information and guidance on education, funding, and career options tailored to meet the needs of the individual learner.
- Promoting opportunities within the Weston College Group provision.
- Providing information on Advanced Learner Loans, promoting their benefits to eligible learners, and assisting with the application process.
- Ensuring that students requiring loans have fully completed applications and providing support with any issues arising.

Undertaking community outreach:

- Attending all College Open Evenings and interview events.
- Attending marketing events, as requested.
- Actively seeking opportunities to promote Weston College within the wider community and forging links with suitable external organisations.
- Delivering guidance within the community at arranged events, workshops, and outreach centres.

Undertaking cross-college enrolments:

- Carrying out enrolments for part-time and adult provisions, ensuring course suitability for individual learners, full-time study, and HE, as required.
- Arranging and taking payments for courses, in line with funding regulations and college policy.
- Providing rostered 'on call' duties: Being available to cover evening and weekend shifts for other CIS posts on a rostered basis.
- Undertaking any other tasks deemed commensurate with the post (tasks will be appropriate to the grade of this post).



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GENERIC DUTIES

In addition to the above requirements, all staff are expected to:

- Provide clerical support for the CIS Team, as requested.
- Undertake any other tasks deemed commensurate with the post (tasks will be appropriate to the grade of this post).
- Comply with Information Security requirements, in line with Weston College policy.
- Meet the requirements of the Health & Safety at Work Act 1974 and the College's Health and Safety Procedure.

HEALTH AND SAFETY

All members of staff have a duty to maintain the safe and clean conditions of their workplace area and to co-operate with Weston College on matters of health and safety. This will include assisting with risk assessments and carrying out appropriate actions as required. Staff are required to refer to Weston College's Health and Safety Policies in respect to their specific duties and responsibilities.

STAFF DEVELOPMENT

All staff are required to participate fully in Weston College's staff development programmes and have a responsibility to identify their own professional development needs in conjunction with their line manager.



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CONDITIONS OF SERVICE

The College standard Contract of Service for Business Support staff applies.

SALARY

Hay 9 Scale, Points 22-26: £21,383.00 to £24,223.00 per annum.

HOURS

Hours of attendance: Full-time, 37 hours per week.

Typical working pattern is: Monday to Thursday - 08:30 to 17:00
Fridays - 08:30 to 16:30

However, to meet the business needs, adjusted working hours (and location) can occur without notice. Early morning, evening, and weekend working is essential for specific events and a mandatory element of the role.

Annual leave: 281.5 hours per annum, inclusive of statutory bank holidays and company closures.

The College reserves the right to direct up to 5 days of your annual leave entitlement for efficiency purposes.

Weston College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Five GCSEs at Grade C or above (or equivalent), including Mathematics and English. <i>All applicants must be able to provide evidence of a Level 2 Qualification in Mathematics and English, or be willing to undertake the qualification whilst in post.</i>	✓	
Qualified to Level 3.	✓	
Level 3 qualification in: <ul style="list-style-type: none"> • Customer Service • Advice and Guidance 		✓
NVQ 3 Guidance Qualification (or equivalent).		✓
Team player, committed to working effectively and supportively with others, both within the Department and the wider College.	✓	
Flexible approach to hours of work, place of work, and cover requirements.	✓	
Target driven and sales orientated.	✓	
Exemplary customer service skills and a commitment to the delivery of a wholly customer-focused service.	✓	
Ability to produce, understand, and act upon complex data.	✓	
Demonstrate an understanding of the diverse nature and needs of colleges' customer groups.	✓	
Understanding of Safeguarding, Equality and Diversity, and Health and Safety in a college environment.		✓
Ability to travel between sites when required.	✓	