

# JOB DESCRIPTION

**POST TITLE:** FE ADMISSIONS OFFICER  
**POST NUMBER:** WREQ3008  
**GRADE:** HAY 10

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## **JOB PURPOSE**

As the FE Admissions Officer, you will be 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 Manager for the following:

- 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 (regular evening and weekend working is essential).
  - Actively seeking opportunities to promote Weston College within the wider community and forging links with suitable external organisations.

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- Delivering guidance within the community at arranged events, workshops, and outreach centres.
- Undertaking FE College Group Admissions:
  - Processing applications, ensuring data accuracy and adherence to appropriate legislation. This will include the arrangement of student interviews and confirming interview outcomes.
  - Managing interview events, ensuring availability of all necessary information for interviewing staff, assisting candidates as required, ensuring all candidates have an exemplary experience, and carrying out feedback surveys.
  - Carrying out interviews for part-time and adult study for the cross-college provision.
- 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.
- Assisting College Information Services (CIS) Management: Deputising for the CIS Manager in their absence, as requested.
  - Creating report data, as requested.
  - Assisting in the training of new and existing staff.
  - 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.
- 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).

## **HEALTH AND SAFETY**

All members of staff have a duty to maintain the safe and clean conditions of their workplace area and to cooperate 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.

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## 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.

## SUPERVISORY RESPONSIBILITIES

None.

## SUPERVISION RECEIVED

Direct daily management by the College Information Services Co-ordinator.

## CONTACTS

As post-holder, you will have frequent contact with staff at all levels within the College, students, members of the general public, and persons from external agencies and organisations.

## CONDITIONS OF SERVICE

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

## **SALARY**

Hay 10, Points 18-21: £18,603.00 to £20,732.00 per annum.

## **HOURS**

Typical working hours are: 08:30 to 17:00, Monday to Thursday, and 08:30 to 16:30, Fridays.

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.

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 English and Mathematics. <i>All applicants must be able to provide evidence of a Level 2 Qualification in English and Mathematics, 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"> <li>• Customer Service;</li> <li>• Advice and Guidance.</li> </ul>		✓
NVQ 3 Guidance Qualification (or equivalent).		✓
Team player and 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.	✓	
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.	✓	
Target driven and sales orientated.	✓	
Demonstrate an understanding of the diverse nature and needs of the College's customer groups.	✓	
Understanding of Safeguarding, Prevent, Equality & Diversity, and Health & Safety in a college environment.		✓
Full Driving Licence and access to own transport.	✓	