

Capital City College Group

Job Description and Person Specification

Post:	Temporary Enrolment Assistant
Reporting to:	Centre Manager
Hours:	Variable Hours
Salary:	£12.23 per hour

Purpose of Role

To provide support during the main enrolment process.

MAIN DUTIES AND RESPONSIBILITIES

The post holder will carry out some or all of the following duties:

- Welcome applicants online and those coming into the College centres to enrol and provide enrolment information.
- Direct applicants to rooms within the enrolment centres and answer queries about the enrolment process both face to face and online.
- Assist with the management of queues.
- Take photographs of learners and generate ID cards.
- Follow up applicants who have not attended/completed the process online, using telephone, email or text messages.
- Provide support for inputting of applications or other enrolment data.
- Assist with the provision of initial assessments for applicants.
- Photocopy/verify scanned documents where required and ensure that supplies of documents and publicity are maintained in the enrolment areas.
- Provide administrative support as appropriate.

General

- To work flexibly across centres as necessary

- To implement College policies, particularly those relating to equality and diversity.
- To implement Health and Safety and security measures in accordance with statutory and College requirements.
- To work evenings and occasional weekends as required.
- To undertake any other duties consistent with the key responsibilities and/or duties of the post.

Special Conditions

1. The nature of this post means that the post holder may need to travel from time to time to other College centres and external venues.
2. The post holder will be contracted to work for a defined number of hours per week but it is a requirement of this post that the holder will flex these hours to reasonably meet the needs of the service, which may include working occasional evening and weekends.
3. Full training will be provided for this role.
4. This post falls within the scope of the regulations requiring a Disclosure & Barring Service (DBS check).

N.B. This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive listing of tasks and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

EDI

We value diversity and positively welcome applications from all backgrounds. This will help ensure our workforce better reflects the diverse wider community we support. Applicants who declare a disability meeting the minimum criteria for the role will be guaranteed an interview.

Safeguarding

We are committed to safeguarding and promoting the welfare and safety of our students and expect everybody working for the Group to share this commitment. We actively seek DBS enhanced clearance checks for applications of employment as part of our safeguarding procedures.

Person Specification

	Criteria	Essential	Desirable
Qualifications / Professional Development	GCSE English and Maths A* - C grade	X	
	Level 3 qualification or above or equivalent work experience.		X
Knowledge / Experience	Experience of working in a customer focused service.	X	
	Knowledge of the further education sector		X
Skills / Abilities	Excellent communication skills.	X	
	Excellent customer care skills and the ability to represent the College in a positive way at all times.	X	
	The ability to listen to enquirers and quickly assess their information needs and direct appropriately.	X	
	Good ICT skills, (MS Office, email, web).	X	
	Good Attention to detail skills	X	
	Ability to work on own initiative and without close supervision.	X	
	Ability to provide a positive contribution to teamwork.	X	
PERSONAL ATTRIBUTES AND QUALITIES	A proactive approach and commitment to helping.	X	
	Commitment to and understanding of equal opportunities within a diverse and multicultural environment.	X	
	Ability to stay calm and customer focused in busy and stressful situations.	X	
	Ability to work flexibly and to be available to work as required.	X	