

## THE COLLEGE OF HARINGEY ENFIELD & NORTH EAST LONDON

### JOB DESCRIPTION & PERSON SPECIFICATION

<b>Post</b>	Learner Recruitment and Reception Officer
<b>Location</b>	Tottenham / Enfield Centre
<b>Grade</b>	£26,418 per annum

#### Key Responsibilities

1. To treat every enquiry as a potential learner / employer, and work with them (face to face, online, on the telephone or via letters) to maximise the conversions of the enquiry into suitable enrolments.
2. To support the college to meet all recruitment targets regardless of funding type and age group. This will include LR, JCP, Apprenticeships, ESF, full cost etc.
3. To deliver pre - entry information and advice to all prospective learners and Employers
4. To prepare for and participate in a range of recruitment events, both on and off site.
5. To support the on-going progression of learners by proactively contacting and support them, at various stages of the learner journey, including post learning.
6. To respond to and process course applications, including dealing with admissions enquiries and arranging learner interviews, admission of initial assessments, distribution of publicity materials, organisation and attendance at internal and external recruitment events.

#### Main Duties and Responsibilities

1. To respond to incoming calls in a positive and professional manner. Dealing with all queries as far as possible and if referring on, to provide the next member of staff with sufficient information to deal with the query.
2. To provide a comprehensive reception service for students, staff, visitors and members of the public.

3. To follow up on queries to ensure that the customer (potential learners, employers and stakeholders) receive all the required information to make a decision
4. To record all enquiries accurately and complete any required actions to ensure the enquiry is resolved.
5. To contact new learners by phone, email and/ or text to congratulate them on receiving an offer and to ensure they have all the necessary information to start the course at the appropriate time.
6. To process applications for college courses, entering data onto the MIS system, producing letters including 19+ loan information letters and responding to enquiries related to applications.
7. To arrange appropriate interviews, liaising with curriculum managers, recording outcomes and tracking the progress of applications.
7. To assist with the organisation of main enrolment sending letters to applicants and preparing signage and other materials.
8. To carry out fee assessment of learners as part of the enrolment process, liaising with Finance and Learner Support to ensure that the learners are accurately assessed and appropriately supported where necessary.
9. To provide information and advice in a range of internal and external settings including open days, schools, colleges, voluntary and community organisations, libraries and fairs.
10. To contact learners, during and after their course, to gather information, promote progression onto other courses and to gather destination data as appropriate
11. To follow up enquiries and leads gathered from recruitment events and other sources to enable the college to actively recruit new learners.
12. To call emergency services, as appropriate, following college procedures.
13. To assist with the initial assessment of applications when required.
14. To contribute to the content of targeted publicity materials (web based and other media) to ensure that information on courses, fees, admissions and progression routes is easily assessable to the public.

15. To ensure that all activities are carried out to meet service standards, including the Matrix standard for information, advice and guidance, and contribute to service targets.
16. To attend and contribute to internal and external meetings including relevant team and training events and partnership meetings, representing the college where required.
17. To process incoming and outgoing internal and external mail and deliveries, including any special services such as record delivery.
18. To cover shift patterns within agreed opening and closing times.

### General

1. Be aware of equal opportunities and diversity and to demonstrate these principles in all aspects of work.
2. Displays commitment to the protection and safeguarding of children and young people.
3. To implement Health and Safety and security measures in accordance with statutory and college requirements.
4. To actively develop him/herself through staff development and training activities and to review their own performance and the performance of those who are responsible to them.
5. To develop effective working relationships internally and, where appropriate, with external partners.
6. To expect to work evenings and occasional weekends.
7. To be prepared to work at any of our Centres.
8. To undertake any other duties consistent with the key responsibilities and/or duties of the post.

### Person Specification

	Essential Criteria	Desirable Criteria
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<b>Qualifications</b> (Educational and Vocational)	Qualifications in English and Maths equivalent to a minimum of GCSE Grade C / level 2	Customer Care Qualification  NVQ 3 in Advice and Guidance or be prepared to work towards the appropriate qualification.
<b>Previous Experience/Job Knowledge</b>	<ul style="list-style-type: none"> <li>• Experience of working in a customer focused service.</li> <li>• Knowledge of further education.</li> </ul>	Experience of working within an education based information advice and guidance environment.
<b>Skills</b> (Competencies and Aptitudes)	<ul style="list-style-type: none"> <li>• Excellent oral and written communication skills.</li> <li>• Excellent customer service skills</li> <li>• Ability to work on own initiative and without supervision.</li> <li>• The ability to prioritise tasks and meet deadlines.</li> <li>• Excellent IT skills, (MS Office, Email, Web, Access, Excel) and the ability to retrieve, organise, analyse and present data.</li> <li>• The ability to deal with difficult issues in a sensitive and confident way.</li> <li>• The ability to listen to enquirers and quickly assess their information and advice needs.</li> <li>• The ability to represent the College in positive way at recruitment events.</li> </ul>	
<b>Personal Attributes and Qualities</b>	<ul style="list-style-type: none"> <li>• Flexibility including the ability to work early mornings, evenings and weekends and from more than one location.</li> <li>• Ability to work as part of a team and with partner organisations to deliver on projects.</li> <li>• Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment.</li> </ul>	

<b>Other Factors/Additional Requirements</b>	<ul style="list-style-type: none"> <li>• A strong commitment to student success.</li> <li>• A relentless commitment to excellence and creativity.</li> </ul>	
	<ul style="list-style-type: none"> <li>□ The ability and determination to promote equality and diversity throughout all aspects of College life, including employment and service delivery.</li> </ul>	