**Description:**

|  |  |
| --- | --- |
| **Post:** | ***Student Recruitment Adviser*** |
| **Salary Grade:**  **(fixed salary)** | *Grade 3, Point 11 - £21,294.42 (fixed point)* |
| **Responsible to:** | *Student Recruitment &Enrolments Coordinator* |
| **Responsible for:** | *N/A* |
| **Location** | *These are campus specific roles, however, there may be an occasional requirement to travel to other College sites as and when necessary* |

**Key Purpose:**

|  |  |
| --- | --- |
| **1** | To provide successful enrolment and progression of all full time, part time, International and HE learners |
| **2** | To carry out an outstanding frontline interview service to applicants and to maintain contact with applicants throughout the application process. |
| **3** | To liaise with schools and marketing to provide application support during events. |

**Key Responsibilities and Accountabilities:**

|  |  |
| --- | --- |
| **A** | Provide initial admission information and advice for face to face, telephone or email enquiries and queries. |
| **B** | Review applicant eligibility working closely with the appropriate teams to ensuring they meet entry criteria, residency, support needs and funding. |
| **C** | Scheduling interview times. Ensuring all parties are informed and that the necessary paperwork is prepared. Dealing with enquiries from applicants, students, parents/carers, staff and external customers via a range of communication methods. |
| **D** | Working with the International Student Co-ordinator for processing overseas and international applicants. Arrange Skype interviews as required for international and overseas applicants. |
| **E** | To carry out high quality interviews with prospective students, providing impartial course information, advice and guidance enabling potential students to choose programmes which match their aspirations, skills and achievement. |
| **F** | Complete accurate interview notes and take appropriate action, requesting additional information, following up any concerns identified. |
| **G** | Assist with the collection of additional information from schools, employers etc., to support the allocation of an appropriate interview or admission decision. |
| **H** | Capture all relevant student information and is recorded accurately, alerting Health and Wellbeing staff of any learner needs. |
| **I** | Process all applications:   * Carry out data entry duties using the college IT facilities; record applications, interviewing/rescheduling details of interviews and auditions through to enrolment. Manage the Student Recruitment inbox account and act accordingly   Keep applicants informed of application status using text, email and letters.  Take the lead on projects and Keep Warm Events as required by Course managers, Learning Managers and Directors to improve the Applicants experience and promote conversion |
| **J** | To provide an efficient enrolment day process ensuring key staff have been communicated, paperwork is available, follow ups made and curriculum teams supported. Resulting in an excellent student first experience. |
| **K** | To provide first line support during enrolment day to applicants requiring support regarding to changing programmes and initial meetings to late applicants. |
| **L** | Maintaining and providing up to date resource materials; reviewing course information sheets and funding information. |
| **M** | To liaise with key staff, provide weekly course statistical reports for Directors/Learning/Course Managers, issues and concerns. |
| **N** | Liaising with MIS, Student Services and various teams to ensure a smooth transition from application to Enrolment. Attend Curriculum Team meetings, training and briefings to ensure communication flows between student recruitment and Curriculum. |
| **O** | Continue to build a relationship with prospective students, ensuring all learners are aware of curriculum led events, welcome events and course enrolments. |
| **P** | Maintain regular contact with prospective students from the application stage to enrolment, so that the learners consider HSDC as their first choice. Establish a single point of contact for any applicants queries or concerns. |
| **Q** | Support the progression process. Duties include working closely with curriculum scheduling of interviews, interviewing learners, target letters, follow ups and data collection. |
| **R** | Use Pro Monitor and other college systems to maintain records. To produce documentation that is of a high standard in appearance, which is accurate and reflects the brand guidelines of the College. |
| **S** | Maintain own caseload to agreed level including the leading and championing of specific areas/projects that may be assigned. Any other appropriate duties as directed by the Co-Ordinator to contribute to the successful operation of the college |
| **T** | To participate actively and flexibly in a range of college-wide activities such as enrolment, marketing events and staff and student activities (minimum of 4 per year) |
| **U** | To contribute to the development of resources for students, including web resources and Frequently Asked Questions. |

**Cross-College Responsibilities and Accountabilities:**

|  |  |
| --- | --- |
| **1** | Participate in Performance Management and professional development activities as required. |
| **2** | Value and promote diversity and equal opportunities. |
| **3** | Work within health and safety guidelines and be aware of your responsibilities for health and safety. |
| **4** | Fully support and adhere to the College approved strategies, policies and procedures. |
| **5** | Be responsible for safeguarding and promotion of the welfare of children, young people and vulnerable adults. |
| **6** | Support the College’s quality initiatives, promoting the values of the College and ensuring that outputs meet quality standards |
| **7** | Provide the best possible service to customers (both internal and external) in line with College standards. |

This job description is current as at the date shown below. In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade, at your initial or present place of work or at any other of the College’s operational sites.

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **QUALIFICATIONS & TRAINING** | **Essential** | **Desirable** |
| i | Educated to at least level 2 in English and Maths | Y |  |
| ii | Customer Service Qualification | Y |  |
| iii | Achieved or working towards NVQ Level 3 Advice and Guidance | Y |  |
| iv | Experience of working with students/young people |  | Y |
| v | Excellent IT skills - Microsoft Office | Y |  |
|  | **KNOWLEDGE, EXPERIENCE & UNDERSTANDING (CURRENT)** |  |  |
| vi | **An awareness of the needs of students in range and ability to form good working relationships with them** | Y |  |
| vii | Knowledge of all college provision regarding full and part time offer. | Y |  |
| viii | Knowledge of college IT systems |  | Y |
| ix | Experience of working in a further education or similar educational establishment |  | Y |
| x | Knowledge or experience of working in an area of student funding |  | Y |
| xi | Proven data entry experience | Y |  |
|  | **SKILLS & ATTRIBUTES** |  |  |
| xii | Be able to work both independently and as part of a team and multi task in a busy working environment | Y |  |
| xiii | Ability to communicate effectively both orally and in writing. | Y |  |
| xiv | Identify and be able to prioritise workload to meet admission/enrolment deadlines. | Y |  |
| xv | Resilient, positive and of professional appearance. | Y |  |
| xvi | **An ability to work constructively in professional partnership with other staff and students, and to establish good rapport** | Y |  |
| xvii | Ability to empathise with students of all ages, either sex, different ethnic origin or social background. **Engage with students from a wide range of cultures and with a range of support needs and disabilities** | Y |  |
| xviii | **Adjusting to unfamiliar situations, demands and changing roles.  Seeing change as an opportunity and being receptive to new ideas** | Y |  |