



**Warrington
& Vale Royal
College**

Our mission is: 'Inclusion, realising potential, transforming lives'

JOB DESCRIPTION

Job Title: Admissions Apprentice
Responsible to: Admissions Manager
Accountable to: Director of Marketing & Admissions

Job purpose

To deliver a highly responsive admissions service, to current and prospective learners.

Key responsibilities

To support the Admissions & Student Recruitment teams in:

- Providing excellent customer service to enquirers in relation to courses, fees, funding & finance, transport and careers via email, telephone and in-person within set KPIs.
- Providing an efficient and effective admissions service to all applicants by screening applications, arranging interviews and updating offers.
- Liaising with relevant support teams where appropriate, such as, leaning support, welfare and safeguarding.
- Maintaining accurate applicant records in EBS System.
- Request references and any additional information required to support applications, liaising with external stakeholders i.e. schools, local authorities to obtain the required information.



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We invest in people Platinum



- Enrolling prospective students on to appropriate courses ensuring compliance with college entry requirements, ILR and funding rules
- Liaising with academic colleagues as and when required to ensure an efficient application and enrolment process is achieved.
 - Achieving individual and team targets to ensure that college application and enrolment target are met for all student groups.
- Assist with organisation and delivery of the interview evenings.
- Communicate unsuccessful applications with the applicant, providing information and advice on alternative options and appeals process.
- Understanding of consumer law and OfS regulation and how this relates to higher education applications ensuring compliance within the process.
- Monitor the course file and website, adding and amending course factsheets where required.
- Ensuring high levels of customer satisfaction are maintained through collection of customer feedback and analysis of the data.
- Comprehensive understanding of funding rules including FE and HE loans. Assessment of applicants' eligibility to access funding and provide advice to applicants.
- Monitor and track applications against target numbers actioning strategies to maximise conversion.
- Work collaboratively with Marketing and School Engagement Team. Communicate application numbers in order influence campaigns
- Work collaboratively and positively with contacts in other business support services and curriculum departments.
- Support the Recruitment Assistants during busy periods with providing information and advice and enrolling students ensuring compliance with college entry requirements, ILR and funding rules.
- Represent the college at all internal events and external events where required, including open evenings, taster days, interview evenings, recruitment events and school events.



Professional Standards

- Exemplify behaviours which drive behaviour in-line with professional standards.
- Maintain up-to-date knowledge of developments and best practice in your area to provide sound professional advice to the staff.
- Actively participate in professional development and training activities, developing your own personal networks and reflecting on your own performance.
- Be a role model of excellence and professionalism for all staff and students.

Responsibilities common to all Staff

- To establish, maintain and develop professional working relationships with colleagues.
- Follow all agreed Quality Assurance Mechanisms operating within the College and contribute generally to the establishment and development of a quality provision/service.
- The College operates a Performance Management Review Scheme through which objectives and development plans are agreed. All staff are required to participate in the scheme and, with their manager, are jointly responsible for the completion of agreed actions.
- The College is keen to ensure the health and safety of students, staff and visitors. All staff are responsible for complying with the Health and Safety at Work Act 1974 and ensuring no-one is affected by individual acts or omissions.
- The College aims to be a place in which people can work and study free from discrimination. All staff and students are required to comply with the College's Single Equality Scheme.
- To contribute to the College's Mission, Values and British Values.
- To be aware of, and responsive to the changing nature of the College and adopt a flexible and proactive approach to work.
- All employees are required as part of their duties to accept responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.
- To operate sustainably, ethically and responsibly, and to take action to increase efficiency and reduce consumption and waste



Review Arrangements

- This job description is not a rigid specification but identifies main responsibilities, which will be amended in the light of organisational need and in discussion with the postholder.

Working at the College

Our environment is inclusive, friendly and supportive, with high expectations for both staff and students. To thrive in our environment, you will need to be resilient, positive, able to work autonomously, have a strong work ethic, and put our learners at the heart of everything you do.

Our College values are:

We put our students and customers first - prioritising their inclusion, learning and progress, supporting their health and wellbeing and realising their potential

We recognise that people are our greatest asset – recruit and retain the most talented staff, investing in them to fulfil their potential, creating a wealth of opportunities for personal development and progression, creating a culture of co-prosperity, galvanising them through inclusive practice, recognising the difference they make and rewarding them for the work they do

We pursue excellence in all we do - a passion for inclusive, high quality education, training and skills solutions, holding ourselves to the highest possible standards, meeting (and exceeding) targets, making improvements, valuing creativity, supporting digital innovation and pedagogy

We embrace change - looking forward to the future, maintaining a growth mind-set, exploring new routes to inclusion, partnership and collaboration, harnessing AI safely and ethically for efficiency, digitalising and embracing new technologies, anticipating and responding to ongoing economic and social needs and demands

We collaborate and work in partnership with others - actively seeking opportunities to become more inclusive, working with others in the best interests of the college community and key stakeholders, delighting our customers

We operate sustainably, ethically and responsibly – adding social capital through inclusion, working to achieve net zero carbon targets and enhancing biodiversity, acting with integrity, with high levels of accountability and complete transparency, treating others fairly and with respect, communicating clearly, concisely and openly.

We are guided by the principles of sound financial stewardship and operational efficiency – balancing an inclusive educational character with cost effectiveness, ever-mindful of an increasingly risk-laden and unpredictable operational environment, the need for broader sensitivity analysis in budgeting and forecasting and the importance of mitigating risks that could affect the college's solvency.



PERSON SPECIFICATION

Qualifications

- 5 GCSEs (grade A-C) or equivalent, including English Language and Mathematics.

Experience and knowledge

- Proven track record in working with the general public

Desirable:

- Prior experience of working in a Further Education College within a customer service role

Skills and abilities

- Demonstrate good communication skills
- Strong interpersonal and organisational skills.
- Demonstrate a good level of IT skills
- Flexible approach to hours of work.
- To contribute to and maintain college values.
- Must demonstrate suitability to work with children and vulnerable adults.

Qualities

- Enthusiastic, highly motivated individual.
- Commitment to equal opportunities.
- Passion about providing excellent customer service.
- Flexibility in working patterns, including locations.
- Willingness to work unsociable hours.

Desirable

- Prior experience of working within a customer service role.

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