



Gloucestershire College is advertising this role on behalf of Gloucestershire Professional Services (GPS).

About the Role – Employment Details

Post Number	A119
Job Title	Admissions Coordinator
Salary	£26,218.54 - £28,088.30
Contract Type	Permanent
Campus	Gloucester
Department	Admissions
Reporting To	Admissions & Enrolment Manager
Holiday	27 days' annual leave, increasing to 32 days after 5 years', plus an additional 3 days during Christmas closure

About the Role – Meet the Team

The Admissions Team is a team of six, we are the first point of contact for applicants making their journey with us into becoming a student. We support them through their application process depending on their course pathway and the steps required.

It is a fast-paced environment where you will learn new and develop existing skills and are fully supported by your peers. As a Coordinator you will have schools to look after and manage a portfolio of applicants as well as contribute to the team workload. The role will teach you a lot about the college, we work with a number of teams internally and externally to promote the college, excellent customer service and maximise enrolment.

About the Role – Duties and Responsibilities

- Take responsibility and accountability for initial assessment and processing of all applications across multiple funding streams, working collaboratively within the internal and external stakeholders.
- Co-ordinate the handling of enquiries from prospective students in a professional and friendly manner.
- Provide initial advice and guidance to prospective students & stakeholders (via phone, email and face to face at events), Advising & signposting suitable pathways whilst building a comprehensive knowledge base of Gloucestershire College's provision.
- Act as a first point of contact for complaints, problems, and disputes with regards to Admissions. Ensure complaints are passed to Gloucestershire College's internal Quality department and its complaints service Talkback.
- Coordinate a portfolio of courses and applications from website content through to application decisions, liaising closely with academic teams contributing to a fair and consistent applicant journey.





- Lead developmental projects to further the work of the Department and liaise with College departments to support the development and improvement of the admissions processes, system, and Policies
- Ensure data quality through regular data validation audits and additional Admissions cycle reviews. Preparing and presenting statistical analysis to key stakeholders focusing on business opportunities and applicant conversion.
- Coordinate and Schedule admissions and enrolment events/interviews for applicants, contributing to the content and format of such events.
- Outreach support for internal and external stakeholders
- Plan and deliver inductions and on the job training to new starters and wider College teams on both internal and external admissions related systems.
- Utilise and update a number of IT and web-based systems in order to provide effective information and advice and to record statistical information as per departmental procedures.
- Participate in all Gloucestershire College open events promoting the college and supporting with making applications.

About the College – Our Expectations

- Engage with all relevant Health & Safety regulations and assist the College in the implementation of its own Health & Safety Policy
- Actively promote the College's Equality and Diversity Policy
- Actively promote the College's Safeguarding Policy and Practices
- Support the College's sustainability policies and recognise the shared responsibility of carrying out duties in a resource efficient way
- Participate in enrolment
- Participate constructively in college activities and to adopt a flexible approach to your work.
- Undertake any other relevant duties as specified by your line manager commensurate with the level of this post

About the You

Our Shortlisting Criteria

Essential

- Significant experience of accurate data processing and administration experience
- Experience of working in a fast-changing environment and tight deadlines
- Experience of process and project management from identification through to implementation.
- Knowledge and experience of computerised systems (e.g., CRM, UNITe, Excel etc.)
- Significant customer service experience in an office environment on phone and email.
- Willingness to undertake Equality and Diversity and Safeguarding training





<p>Desirable</p>	<ul style="list-style-type: none"> - Experience within the FE/HE sector or education sector - Technical knowledge of CRM and UNIT-e systems - Awareness of automated data driven processes. - Awareness of the Further Education sector, application trends and demographic. - Experience of administering applications through UCAS. - Admissions experience in either undergraduate or postgraduate admissions services. - Experience of providing information and advice.
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The Perfect Person for us will demonstrate

<p>Abilities</p>	<ul style="list-style-type: none"> - Excellent accuracy and attention to detail skills. - Excellent organisational skills and be a team player. - Excellent communication skills both verbal and written. - Must be able to work to deadlines. - Ability to present to groups. - Ability to persuade and influence. - Willing and able to deal with difficult customers
<p>Job Circumstances</p>	<ul style="list-style-type: none"> - A flexible approach to working hours is essential due to the nature of the work. - There will be the need to work evenings and/or Saturdays during recruitment and enrolment events. - Able to travel between Campuses as necessary - Enhanced DBS check or willingness to complete

