



New College Durham

JOB DESCRIPTION

Job Title:	Admissions Administrator
Grade:	Support Grade B
Hours:	37 hours per week (pro rata)
Location:	Framwellgate Moor Campus
Department:	Marketing & Student Recruitment
Accountable to:	Head of Marketing & Student Recruitment

Job Purpose

To assist in the provision and development of designated administrative procedures that support and enhance the admissions process. To provide a timely and effective service potential and current students, and support College staff with the admissions process.

Key Result Areas

1. Co-ordinate and administer designated procedures in support of New College Durham to ensure the effective delivery of admissions objectives.
2. Co-ordinate and administer designated procedures in support of New College Durham's partnership with associate college to ensure the effective delivery of admissions objectives.
3. Assist in the provision of advisory service to staff and students to ensure that key admissions data is disseminated as appropriate.
4. Assist in the effective administration of designated systems of operation to support with the admissions process.
5. Compile and input data as directed to ensure accurate provision of recruitment information.
6. Ensure the effective provision of administrative support as directed by Line Manager (e.g. correspondence and filing, historical records etc.)

7. Ensure adherence to designated policies and procedures regarding the security of all student information.
8. Act as a main point of contact for student admissions queries, ensuring that new and potential students, and their parents, receive the highest standard of customer service.
9. Ensure the production of reports as and when directed by Line Manager and assist with the compilation of statistical information as directed.
10. Ensure that the College policy and quality management and control are employed effectively within the areas of responsibility.
11. Any other duties commensurate with the grade and status of the post.

General Responsibilities

1. To promote the mission, vision and values of New College Durham
2. To ensure effective communications within and between teams, be involved in and participate in meetings, team briefings, development days, etc.
3. To engage with line manager in regular appraisals and performance reviews against agreed objectives.
4. To be responsible for actively identifying own development needs
5. Staff must take reasonable care, and be aware of their responsibilities under the Health and Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for staff and visitors to the College.

Variation in the Role

Given the dynamic nature of the role and structure of New College Durham, it must be accepted that, as the College's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the member of staff.

Equality and Diversity

The College is committed to equality and diversity for all members of society. The college will take action to discharge this responsibility but many of the actions will rely on individual staff members at New College Durham embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support the College's initiatives on Equality and Diversity which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors to the College with an all-inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

If you as a member of staff identify how you or the College can improve its practice on Equality and Diversity please contact the Equality and Diversity Officer in Human Resources 0191 375 4025. Alternatively if you wish for any support or assistance with regards to Equality and Diversity please again contact the above individual.

Commitment to Safeguarding Vulnerable Groups

New College Durham is committed to safeguarding & promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.

Assessed by key:

1. Application form
2. Interview
3. On the job
4. Skills test

In order to progress through the recruitment process you must be able to show how you meet each of the criteria at ALL of the “assessed by” stages stated.

PERSON SPECIFICATION

Job Title: Admissions Administrator

Knowledge & Experience	Assessed by	Essential	Desirable*
English and Maths at Level 2 (GCSE / O Level, Grade C/4 or above) or equivalent or willing to work towards**	1	✓	
NVQ level 2 or equivalent e.g. NVQ 2 in a Business Administration related subject	1	✓	
Information Technology qualification at level 1 or above, e.g. ECDL, CLAiT	1		✓
Previous office experience, to include keyboard skills, telephone queries and filing	1		✓
Recent experience of working within Administration in an FE/HE College or School	1, 2		
Good communication skills, telephone and keyboard skills and the ability to work with others	1, 2	✓	
A working knowledge of Admissions administrative systems	1, 2		✓
Recent and relevant experience of data input systems	1, 2		✓
Skills		Essential	Desirable
A proven track record of being able to prioritise and organise own work	1, 2	✓	
Ability to deal professionally with staff and students in person, by phone or by correspondence	2, 3	✓	
Recent experience in effectively organising and scheduling tasks to meet deadlines	1, 2, 3	✓	
Demonstrate the ability to work effectively with others	2, 3	✓	
A commitment to resolving problems and to improving own performance	2, 3	✓	

Possess drive, enthusiasm and a commitment to provide an excellent service to both internal and external customers	2, 3	✓	
Demonstrate the ability to work with accuracy and attention to detail in a constantly changing environment	2, 3	✓	
Suitable to work with young people and vulnerable groups	3	✓	

*For the post holder to be successful in the role, all criteria within the person specification are essential, however for the purpose of recruitment some are listed as desirable as we may expect to see this skill, experience or qualification develop or be obtained once in the role.

**This criteria might be considered at the shortlisting stage.

This job description may be reviewed in light of experience, changes and developments during the on-going appraisal and performance review process.

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