

**As one of the leading colleges in the UK, with significant strengths in health and social care, engineering, creative industries, construction, catering and digital, Northampton College is an inspiring place to work.**

Our students come from all walks of life and so do we. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our organisation stronger. Why not join our dedicated team as a **Customer & Enrolments Administrator?**

<b>Job Title</b>	Customer & Enrolments Administrator
<b>Ref No.</b>	ME2425138
<b>Department</b>	Management Information Systems (Enrolments)
<b>Reporting to</b>	Enrolment Centre Manager
<b>Location</b>	Northampton, Booth Lane Campus/Lower Mounts
<b>Salary</b>	In the range of £25,798 - £28,513 per annum  Starting salaries will normally be aligned with the first point in the grade for the role. Only in exceptional circumstances, as determined by the College, will appointment to a higher point be considered. If you have any queries regarding the College's policy on this, please contact the recruitment team prior to submitting your application.
<b>Hours</b>	37 hours per week, 52 Weeks per year
<b>Contract Type</b>	Permanent

**We are committed to the safeguarding and welfare of all our students, we follow safer recruitment statutory guidance (Keeping Children Safe in Education).**

**If you are successful, you will be required to complete thorough pre-employment checks, including an enhanced DBS check and satisfactory references. All applicants must have the right to work in the UK at the time of application, as the College does not hold a sponsorship license.**

## REWARDS AND BENEFITS

As well as a great salary and friendly team you will also receive:

- ▶ 35 days pro rata annual leave, comprising 24 personal days, pro rata (1 September – 31 August), including 8 bank holidays and 3 closure days. The College reserves the right to designate up to 3 closure days per holiday year
- ▶ Discounts through membership of the NUS and Blue Light Card - ranging from Amazon Prime to eating out, fashion, beauty, entertainment and more.
- ▶ Eligible to join the Local Government Pension Scheme (a defined benefit scheme including an employer contribution rate of 22%)
- ▶ Access to continued professional development
- ▶ Free parking and access to electric vehicle charging
- ▶ Multi gym and sports hall
- ▶ Confidential Employee Assistance Programme, offering a confidential phone line, a website and a downloadable app
- ▶ Access to the College's Wellbeing Hub
- ▶ Enhanced family friendly policies
- ▶ Generous sick pay and compassionate leave scheme
- ▶ Discounted hairdressing and beauty therapy treatments in our training salons (The Salon NC).



# Job Description

## Role Purpose

To provide a front-of-house role with the highest levels of customer service, receiving and directing customers and providing support to potential students with the application and enrolment process. To provide initial advice and guidance with respect to course eligibility, fees, and residency status, processing data in accordance with the College's procedures and funding body requirements.

## Main Duties and Responsibilities

1. To be conversant with elements of the funding guidelines pertaining to fee waiver options, residency eligibility and relevant funding entitlement checks, providing fee quotations, where applicable, in writing to prospective students.
2. To administer student enrolment process through face-to-face, telephone or online services, ensuring Learning Agreements are completed and recorded in accordance with audit requirements using relevant College systems.
3. To administer the full-time, progression and part-time student application process; this includes assessing any prior attainment, providing initial advice in respect to Higher Education (HE)/career planning and determining applicants' eligibility.
4. To conduct duties/make decisions in accordance with relevant College requirements and policies including, for example, the Ex-Offenders policy.
5. To assess international qualifications and advise potential students as to any impact this may have on a course offering.
6. To provide information, advice and guidance to progressing students aged 19+ with respect to fees, instalment payment plans and student loans.
7. To be responsible for the purchasing of student lanyards, identity card holders and identity cards/other stationery orders as required.
8. To, with other colleagues in teams across the College, communicate with students/their parents/carers, for example in facilitating the return of the College's laptops, sending key messages via bulk texts, or supporting students' attendance to examinations by arranging taxis for them.
9. To administer the initial additional support process, ensuring receipt of Educational, Health and Care Plans (EHCPs), their recording, and timely referral to appropriate colleagues/teams.
10. To provide a reception service when required.
11. To carry out examination invigilation duties as required.

	Essential	Desirable
<b>Education</b>	<ul style="list-style-type: none"> <li>English and maths GCSE grade C/4 or above/willingness to obtain, or equivalent skill level</li> </ul>	<ul style="list-style-type: none"> <li>Level 3 qualification in Business Administration</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Understanding of, and commitment to, the principles of equity, inclusion and belonging</li> <li>Understanding of the principles of safeguarding young people and vulnerable adults in an educational setting</li> <li>Understanding of the principles of data protection</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>Ability to effectively communicate in writing, verbally, and through active listening with a diverse group of students, colleagues and stakeholders</li> <li>Ability to use a range of Information Technology (IT)/Information Communication Technology (ICT) systems, including Microsoft Word, Excel, and Outlook and databases</li> <li>Ability to manage and prioritise multiple tasks through to completion within prescribed deadlines</li> <li>High levels of attention to detail and accuracy</li> <li>Ability to provide a responsive and professional level of customer service at all times</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working in a high-volume data entry environment</li> <li>Experience of working in a fast-paced administrative role</li> <li>Experience of delivering high quality customer service to diverse groups of customers</li> </ul>	
<b>Attributes</b>	<ul style="list-style-type: none"> <li>Strong work ethic: exhibits dedication and diligence in carrying out responsibilities with a commitment to excellence</li> <li>Collegiate: works well within a team environment, cultivating a collaborative and cooperative approach</li> <li>Enthusiastic and innovative: displays a positive attitude and creative mindset, contributing fresh ideas and solutions</li> <li>Adaptability and reliability: adapts easily to changing situations and is dependable in fulfilling commitments</li> <li>Priorities the needs of the team, customer, and the organisation</li> <li>High degree of integrity and honesty</li> <li>Empathetic: demonstrates thoughtfulness towards others</li> <li>Resilience: able to recover from setbacks quickly</li> <li>Self-motivated: demonstrates initiative, positivity, and a proactive approach</li> <li>Positive role model for students</li> </ul>	



## GENERAL

**You will be required to undertake such other duties appropriate to the grade and nature of the work as may reasonably be required of you. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.**

Your duties will be set out in this job description but please note that the College reserves the right to update your job description from time to time to reflect changes in, or to, your job.

Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description. You will be consulted about any proposed changes via either collective or individual consultation.

You will be required to have a flexible approach to work, working outside your normal working pattern when reasonably required to do so, including, for example to support College open events. You will have the ability to travel effectively, for example to other College campuses.

You will be required to ensure all safeguarding and student welfare duties and responsibilities are fully met and that you adhere to the relevant College policies and procedures.

You will be required to participate in the College's Employee Performance and Development process and to undertake any professional development activity/training required.

You will be required to fulfil your health and safety responsibilities for your own health and wellbeing and that of others within the College.

