

Person Specification

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| Post  | Admissions & Customer Support manager |  | Dept | Recruitment & Relations Team |
| Grade | Scale P01 |  | Ref No | 089-22 |

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| Education / Training | Criteria Essential (E)Desirable (D) | Measured ByInterview (I)Application (AF)Assessment Ctre (AC)Presentation (P) |
| Level 4 or above in a Business or Customer Service related subjectGrade A\*- C / 9-4 or equivalent in GCSE English and MathsEvidence of participation in appropriate training and development | EED | AF/IAF/IAF/I |
| Relevant Experience |  |  |
| Line management/supervisory experienceStrong and effective management and decision-making skills, combined with the ability to motivate staffConsiderable experience of working within an admissions or enrolment functionExperience of assuring excellent customer service to a wide range of customers and maintaining a review process for continuous improvementExperience of developing procedures and guidance notes and training others on their useExperience of ICT systems including Microsoft Outlook, Word, Excel, PowerPointExperience of supervising events relating to recruitment activities | EEEEEED | AF/IAF/IAF/IAF/IAF/IAF/IAF/I |
| Relevant Knowledge/ Skills & Aptitudes |  |  |
| Ability to communicate effectively with staff at all levelsAbility to relate to students of a wide age and ability rangeProven ability to lead and motivate a teamSelf-motivation and a willingness to learn and develop new skills Effective personal customer service skills alongside excellent written and verbal communication skills Ability to work in a highly organised, methodical and accurate manner to deal with a demanding workload Awareness of the requirements of relevant equality policies and legislation Ability to analyse data to identify issues and trends and to produce professional reports.Excellent administrative skills with the ability to use the full Microsoft Office toolset and to organise an electronic diaryUnderstanding of the wider support mechanisms in place to support learners within FE to fully achieve their goalsKnowledge and understanding of the further education curriculum and the progression opportunities available to learners | EEEEEEEEEDD | AF/IAF/IAF/IAF/IAF/I/PAF/IAF/IAF/IAF/IAF/IAF/I |
| Special Requirements | Criteria | Measured By |
| A willingness to work flexibly to accommodate deadlines and outside normal working hours at peak timesSelf-motivated and able to inspire othersExcellent team playerFlexibility and willingness to regularly travel offsite to undertake further training as required by the post and to meet the requirements of the CollegeCommitted to the principles of valuing diversity and equal opportunities.Bolton College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all its staff and volunteers to share this commitmentThe successful applicant will need to have a DBS check to work in the College environment.  | EEEEEEE | AF/IAF/IAF/IAF/IAF/IAF/IAF/I |