

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 By  Interview (I)  Application (AF)  Assessment Ctre (AC)  Presentation (P) |
| Level 4 or above in a Business or Customer Service related subject  Grade A\*- C / 9-4 or equivalent in GCSE English and Maths  Evidence of participation in appropriate training and development | E  E  D | AF/I  AF/I  AF/I |
| Relevant Experience |  |  |
| Line management/supervisory experience  Strong and effective management and decision-making skills, combined with the ability to motivate staff  Considerable experience of working within an admissions or enrolment function  Experience of assuring excellent customer service to a wide range of customers and maintaining a review process for continuous improvement  Experience of developing procedures and guidance notes and training others on their use  Experience of ICT systems including Microsoft Outlook, Word, Excel, PowerPoint  Experience of supervising events relating to recruitment activities | E  E  E  E  E  E  D | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |
| Relevant Knowledge/ Skills & Aptitudes |  |  |
| Ability to communicate effectively with staff at all levels  Ability to relate to students of a wide age and ability range  Proven ability to lead and motivate a team  Self-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 diary  Understanding of the wider support mechanisms in place to support learners within FE to fully achieve their goals  Knowledge and understanding of the further education curriculum and the progression opportunities available to learners | E  E  E  E  E  E  E  E  E  D  D | AF/I  AF/I  AF/I  AF/I  AF/I/P  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |
| Special Requirements | Criteria | Measured By |
| A willingness to work flexibly to accommodate deadlines and outside normal working hours at peak times  Self-motivated and able to inspire others  Excellent team player  Flexibility and willingness to regularly travel offsite to undertake further training as required by the post and to meet the requirements of the College  Committed 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 commitment  The successful applicant will need to have a DBS check to work in the College environment. | E  E  E  E  E  E  E | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |