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**MOULTON COLLEGE – JOB DESCRIPTION**

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**Job Title:** Summer Call Centre Administrator

**Department:** Student Services

**Hours:** 37 hours per week. Weekend and evening working may be required when business needs demand.

**Responsible to:** Assistant Principal for Student Services

**Reports:** N/A

**Salary / Scale:** Professional Staff Spine - Band 5, point 20 £11.59 per hour (pro rata to the full time equivalent of £22,308.00 per annum)

**Date of Issue:** March, 2025

**Organisation Chart:**

Assistant Principal for Student Services

Summer Call Centre Administrator

Student Services Coordinator

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1. **Aims and Purpose of the Post**
   1. The provision of a professional, courteous and knowledgeable front of house service for Student Services including handling of student and course enquiries.
   2. Leading course groups through the “online” enrolment process against timed slots. Identifying non-completers, chasing for completion, recording interactions/progress and following escalation procedures.
   3. Assist with the interviewing/enrolment of students, combining of functions will help promote a seamless customer focused experience.
   4. Supporting customers with enrolment and “on-boarding” questions throughout summer, signposting to hotline staff where customers need the support of an academic.
   5. Support Course Managers on the approach to and after August GCSE results day, signposting any IAG type queries to Careers and assisting customers with questions about grades, transport, finance and accommodation. Record student results in Columbus.
   6. Support “keep warm” calls, assisting Heads of School/Course Manager’s in final stages of student journey and ensuring students arrive in September.
   7. The effective and efficient processing of student applications, arrangements for student interviews, student enrolments, transfers, withdrawals, examination entries and inputting of data onto the MIS system.
   8. The administration and accurate completion and maintenance of student files.
2. **Specific Responsibilities**
   1. To effectively and professionally handle all full and part-time Further course and general student enquiries in accordance with Student Services procedures and in accordance with Service Standards.
   2. To dispatch accurate and full information to students in line with the Student Services Standards.
   3. To process all course applications entering details onto the MIS system and the tracking of student admissions to the point of arrival.
   4. To collect, process and record fees and payments as required.
   5. To provide cover, under supervision, for other members of Student Services as required.
   6. To promote and adhere to the College’s Safeguarding Policies and Procedures.
   7. To promote and adhere to the College’s Health & Safety Policies and Procedures.
   8. To manage student conduct in accordance with College policies.
   9. Promote the welfare of young people and vulnerable groups in all aspects of College life and to ensure safeguarding arrangements are adhered to at all times.
   10. The active promotion of and commitment to best practice in equity, diversity & inclusion.
   11. Contribute and demonstrate fully and at all times the positive promotion and role modelling of the College core values, generic competencies and professional behaviours expected of all staff employed by Moulton College.
   12. Undertake any other duties as required by the Principal and as may be reasonably expected commensurate with the post. This may include either the temporary or permanent re-deployment to an equivalent grade of post within the organisation.

This job specification represents the major tasks to be carried out by the post holder and identifies the level of responsibility at which the post holder will be required to work.   In the interests of effective working the major tasks may be reviewed from time to time to reflect the changing needs and circumstances.  Such reviews and any subsequent changes will be carried out in consultation with the post holder.  All members of staff are appointed to the College as a whole and may reasonably be asked to undertake similar or related duties in an operational area or school other than that to which they were originally appointed.

Core Benefits;

Local Government Pension Scheme Health Cash Plan\*

33 days holiday (inc bank/public holidays)\*\* Enhanced Maternity & Paternity Benefits\*

Discounted On-site Gym Membership available Free on-site parking

Cycle to Work Scheme\* 10% discount on College courses

High Street Discounts Wellbeing programme

Opportunity for an annual Volunteering day Subsidised catering

(\* Subject to conditions / \*\* Pro rata for part time)

I confirm my acceptance of the role as outlined above and agree to apply myself fully to the responsibilities of the post.

Signed (Employee);……………………………… Date;………………………………

Employee

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| **POSITIVELY PROMOTING EQUITY, DIVERSITY & INCLUSION** |

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| **Person Specification – Summer Call Centre Administrator** |

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Educated to degree level or equivalent |  | X |
| Minimum of grade C in GCSE Maths and English Language (or equivalent) | X |  |
| Commitment to and evidence of CPD | X |  |
| **Experience & knowledge** |  |  |
| Experience of working within a similar role |  | X |
| Knowledge of cultural diversity and its impact on learners and institutions |  | X |
| **Ability / Skills** |  |  |
| Commitment to enhancing the experience through service excellence | X |  |
| Excellent communication skills, works effectively within a team | X |  |
| Good organisational and time management skills | X |  |
| Excellent IT skills with the ability to use the range of Microsoft packages | X |  |
| Ability to provide courteous and high standard of customer service | X |  |
| Demonstrates a ‘can do’ outcome focused attitude and approach | X |  |
| Ability to work flexibly to meet changing needs, with transportation not being a barrier. | X |  |
| A pro-active approach to work and problem solving and the ability to spot and deal with issues as they occur | X |  |
| **Personal Attributes** |  |  |
| Ability to work on own initiative | X |  |
| Willingness to learn and take on new tasks | X |  |
| Willingness to work flexibly i.e. evening and weekends | X |  |
| Understanding of confidentiality and data protection issues | X |  |
| **Safeguarding** |  |  |
| Satisfactory enhanced DBS disclosure | X |  |
| Ability to display awareness, understanding and commitment to the protection and safeguarding of children and young vulnerable adults. | X |  |
| Commit to policies on child protection, health and safety, confidentiality, student behaviour / discipline and equal opportunities | X |  |

**NOTE;**

All candidates will be asked for proof of their eligibility to work in the UK during the interview and selection process. Tier 2 Certificates of Sponsorship are restricted by the UK Visas and Immigration Service and the position advertised above is unlikely to qualify for sponsorship. We are therefore unable to consider applications from candidates requiring Tier 2 immigration status to work in the UK at this time. For further information please visit the UK Visas and Immigration Service Website.