

JOB DESCRIPTION

Job Title	Enquiries & Admissions Administrator
Contract	Permanent, Full-time (including evenings/weekends during peak periods), Through a year
Job location	Elm Park Campus, Stanmore
Department	Admissions
Reports to	Admissions Manager
Salary Range	£27,980 - £30,361 per annum

Job Summary:

To provide an outstanding front-of-house and administrative service to a diverse range of 16–18 and adult learners. The postholder will support Reception, Admissions, MIS, and Student Finance/Bursary functions, ensuring a professional, efficient, and student focused experience. Excellent communication skills, accuracy, and the ability to remain calm under pressure are essential.

Duties Specific to the Post:

1. Reception & Customer Service

- Act as the first point of contact for students, staff, visitors, and external stakeholders, ensuring a professional and welcoming service.
- Manage enquiries received by phone, email, and the college's systems, giving clear information and directing queries appropriately.
- Maintain high standards of customer care, confidentiality, safeguarding, and data protection at all times.
- Carry out reception duties such as processing stationery requests, accepting and distributing deliveries, and handling payments for fees and services.
- Support exam certification distribution.
- Offer first-line support to learners in navigating college systems, including the Bursary portal and Stanmore App, providing assistance with password resets and basic user queries.

2. Admissions & Enrolment Support

- Respond to enquiries from prospective learners, offering clear guidance on courses, applications, and enrolment.
- Record and maintain accurate applicant/student data across internal systems.

- Liaise with curriculum and support teams to ensure applicants receive coordinated information and support.
- Complete admissions-related administration, ensuring GDPR compliance and correct handling of fee assessments and payments.

3. MIS & Data Administration

- Support MIS with routine data checks and corrections, and update student information as required.
- Respond to staff queries regarding timetables, data, and system information.
- Assist with simple room bookings and timetable adjustments as required.

4. Student Finance & Bursary Administration

- Support the assessment and processing of bursary applications, ensuring applications are accurate and completed within agreed timescales.
- Monitor and respond to the student finance inbox, escalating complex queries when needed.
- Manage student finance tasks such as issuing Oyster Cards and maintaining the TFL system
- Communicate with learners about bursary payments, delays, or issues using appropriate channels (app, email, phone, or in person).

General:

- Provide administrative support to the Director of MIS, IT & Admissions and senior staff as required.
- Work flexibly across sites, including evenings/weekends during peak periods or events.
- Attend team meetings, College and external events as required.
- Ensure all data is handled in line with General Data Protection Regulations.
- Participating in the College appraisal scheme and arrangements made for further training and professional development.
- Promote Equality, Diversity and Inclusion and adhere and fully implement the colleges policies and procedures relating to EDI.
- Take personal responsibility for supporting, promoting and following all College policies in relation to health and safety, safeguarding, equality and diversity and data protection within the scope of the post.
- Committed to Safeguarding and promoting the welfare of children and vulnerable adults, ensuring that this commitment is demonstrated in all aspects of the role as appropriate.

Further education is an ever-changing service, and all staff are expected to participate constructively in college activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the college.



The postholder can be required to carry out any other duties consistent with the grade of the post, at any site on which the College may operate.

Closing Date: Thursday, 30th April 2026

Interview Date: Friday, 8th May 2026

PERSON SPECIFICATION

JOB TITLE: Enquiries & Admissions Administrator

Criteria	Essential/ Desirable	Possible source of evidence
QUALIFICATIONS:		
A relevant Level 3 qualification (or equivalent experience)	D	Application Form/ Certification
IAG Level 2 (or willingness to work towards it)	E	Application Form/ Certification
Level 2 qualification in English and Maths	E	Application Form/ Certification
Customer service or administration training	D	Application Form/ Certification
EXPERIENCE OF:		
Administrative or customer service experience, ideally within education	E	Application Form/ Supporting Statement/ Interview
Experience in a busy, front-facing environment handling high volumes of enquiries	E	Application Form/ Supporting Statement/ Interview
Experience using MIS systems	D	Application Form/ Supporting Statement/ Interview
Experience with admissions, enrolment, or bursary processes	D	Application Form/ Supporting Statement/ Interview
SKILLS AND ABILITIES:		
Strong organisational and time-management skills	E	Supporting Statement/ Interview
Excellent written and verbal communication across platforms	E	Supporting Statement/ Interview
Ability to remain calm, professional, and accurate during busy periods	E	Supporting Statement/ Interview
Good IT skills, including Microsoft Office and online systems	E	Supporting Statement/ Interview
Able to plan and prioritise own workload and multitask	E	Supporting Statement/ Interview
Confident using spreadsheets, databases, and general IT systems	E	Supporting Statement/ Interview
PERSONAL QUALITIES:		
Able to work as part of a team and under your own initiative	E	Supporting Statement/ Interview
Positive, proactive, and student-focused approach	E	Supporting Statement/ Interview



Approachable, resilient, and flexible during peak workloads	E	Supporting Statement/ Interview
OTHER:		
Willingness to work evenings/weekends for events such as open days and enrolment.	E	Interview
Willingness to work across multiple sites if required.	E	Interview
Evidence of continuous professional development	E	Supporting Statement/ Interview