

JOB DESCRIPTION

Job Title	Enrolment Administrator (Temporary)
Contract	Temporary (from 19 th August 2026 to 25 th September 2026 may vary) 13 th & 14 th August – Training Days
Job location	Elm Park Campus, Stanmore
Department	MIS/Admissions
Reports to	Admissions Manager/MIS Manager
Salary Range	£14.80 (+ holiday pay) per hour

Job Purpose:

Support a smooth, effective and professional enrolment process.

Duties Specific to the Post:

- Meet and greet learners on campus, call learners to arrange enrolment appointments, support learners in their application process, work alongside existing admissions staff to provide a welcome service to all new learners.
- Deal with all aspects of enquiries both face to face and by phone and email/web and ensure you follow the college's guidelines on how to deal with these processes.
- Effectively handle enquiries from both current and prospective applicants received via email, live chat, and telephone channels. Collaborate closely with the Admissions and Marketing departments to ensure the dissemination of accurate information. This entails staying up to date on the College's course portfolio and enrolment procedures.
- Play a key role in participating in enrolments, this is about ensuring all students receive a consistent professional experience, this means having a process for all students to receive the same level of service appropriate for their course when they enrol during our enrolment sessions or on an individual basis. This applies to all courses regardless of funding/fee type.
- Maintain the records of student's enrolments. Ensuring all evidence is available when required for audit.

Other

- Develop collaborative relationships with key stakeholders that lead to increased learner numbers and outstanding curriculum provision
- Promote a teaching, learning and working environment that is free from discrimination and where all students and staff are encouraged to express their individuality.
- Follow the colleges safeguarding and prevent policy and procedures to ensure the safety and welfare of students.
- Undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the College at any of the College's sites or places of work.

General:

- Participate in open evenings and recruitment activities to ensure that potential applicants and students receive accurate information and guidance.
- Attend team meetings, College and external events as required.
- Ensure all data is handled in line with General Data Protection Regulations.
- Promote Equality, Diversity and Inclusion and adhere and fully implement the colleges policies and procedures relating to EDI.
- Take appropriate responsibility to provide a secure, safe and friendly learning environment including implementation of the College's Health and Safety Policy.
- 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: Friday 29th May 2026

Interview Date: W/C 15th June 2026

PERSON SPECIFICATION

JOB TITLE: Enrolment Administrator (Temporary)

Criteria	Essential/ Desirable	Possible source of evidence
QUALIFICATIONS / EDUCATION / TRAINING:		
Good general education including Level 2 qualifications in Maths and English	Essential	Application Form/ Certification
EXPERIENCE:		
Experience of using IT packages, particularly Word and Excel.	Essential	Application Form/Supporting Statement/Interview
Experience of working in a customer-oriented team.	Desirable	Application Form/Supporting Statement/Interview
SKILLS, KNOWLEDGE AND LEVEL OF COMPETENCY:		
Focused on the provision of excellent services to all customers	Essential	Supporting Statement/Interview
A smart worker with the ability to use systems and technology to effectively and efficiently undertake the role	Essential	Supporting Statement/Interview
Solutions provider, focused on outcomes and able to work on own initiative	Essential	Supporting Statement/Interview
Commitment to and promotion of safeguarding the welfare of children, young people and vulnerable adults and an understanding of the safeguarding practices applicable to working within a College/School environment	Essential	Supporting Statement/Interview
IT skills, preferably Windows based, including Text processing and emails etc. Use of databases would be an advantage.	Essential	Supporting Statement/Interview
Able to prioritise own workload.	Essential	Supporting Statement/Interview

Ability to accurately input data held within various systems	Essential	Supporting Statement/Interview
Able to accurately maintain IT and paper-based systems.	Essential	Supporting Statement/Interview
PERSONAL QUALITIES:		
A team worker with an adaptable and flexible approach to work	Essential	Supporting Statement/Interview
Creative, imaginative and entrepreneurial thinker	Desirable	Supporting Statement/Interview
Persistent and resilient approach to work	Essential	Supporting Statement/Interview
Enjoys working collaboratively and seeking collaborative opportunities	Essential	Supporting Statement/Interview
Committed to student success and supporting students to fulfil their potential	Essential	Supporting Statement/Interview
Continuously improving and commitment to own personal and professional development	Desirable	Supporting Statement/Interview
Friendly, welcoming manner and a clear telephone voice.	Essential	Supporting Statement/Interview
Exemplary personal presentation.	Essential	Supporting Statement/Interview
Ability to remain calm.	Essential	Supporting Statement/Interview
Ability to work with a variety of people with particular awareness of equal opportunities and diversity issues relating to customers.	Essential	Supporting Statement/Interview
OTHER (E.G., CONSTRAINTS):		
Must be available to work between the dates of enrolment as and when required	Essential	Interview