

Job Description and Person Specification



Information Centre and Admissions Advisor

Salary:	£25,999 - £27,156pa Inclusive
Hours:	36 hours per week
Leave:	25 days per annum plus, public holidays plus up to 3 days Christmas efficiency closure
Reports to:	Head of Student Recruitment Exams and Customer Service
Location:	This post will initially be based at the Main Campus, Isleworth

The purpose of the post is: to work as part of a team, providing a first-class information service to staff, students and visitors, and to assist with the day to day running of the admissions and enrolment functions.

This post requires you to work closely with College Staff including teaching and support staff, prospective, current and past students.

The main duties and responsibilities are to:

Admissions Duties

The Admissions function is responsible for applications to all courses, including but not limited to, full time, part time, HE, Apprenticeships, Job Centre Plus, TUC and 14-16 provision. This will include:

1. Process online enquiries and deal with prospectus requests.
2. Processing all application forms in accordance with college and external organisation criteria and deadlines.
3. Assessing application forms to ensure applicants meet course criteria, and receive appropriate interview support.
4. Arrange initial assessment/interviews for applicants.
5. Check and issue offer letters ensuring entry requirements are correctly matched.

Enrolment Duties:

6. Be responsible for processing all student enrolments, including telephone enrolments, ensuring that enrolment cards are completed accurately, and assisting students to complete them.
7. Take student photographs and issue ID cards, including one day ID Passes to students who have failed to bring their ID Cards to college.

8. Advise students on their entitlement to fee remission, check students' status and eligibility to home fees within the constraints of College guidelines, ensuring that all relevant evidence is collected to satisfy audit requirements, for example Home Office documentation.
9. Generate instalment plans for students wishing to pay tuition fees by instalments.
10. Maintain the pending files of incomplete enrolments. Advise students on the information required to enable them to complete enrolment, and set deadlines for students to ensure census dates and examination/registration closing dates are met.
11. Book appointments for continuing enrolments, and the Careers Officers
12. File enrolment cards following final MIS check.

The Information Centre Duties:

13. Collect and process cash, cheque and credit card payments, for example for tuition fees and other sundry items, and use the student record database as a till, to accurately record all fees and payments and produce receipts, and ensure that the till balances at the end of each day.
14. Answer general enquiries regarding applications, enrolments and courses from students, staff and the public having regard to the individual needs of the diverse student population and the Data Protection Act.
15. Receive visitors to the college, issue visitor passes, and direct them to their destination, which involves keeping an electronic diary of class venues, interviews, and other appointments and meetings.
16. Provide course information to telephone queries, personal callers and respond to written requests, keeping a record of enquirers for the contacts database.
17. Operate the college switchboard, receiving calls, and ensuring they are transferred to the appropriate extension/department.
18. Accept application forms and coursework on behalf of students and liaise with the college staff in order to resolve student enquiries.
19. Distribute HE bursary cheques, make petty cash for transport and welfare payments to students.
20. Liaise with Transport for London re student entitlement to Oyster Cards.
21. Be responsible for lost property and the safekeeping of mobile phones during examinations including the accurate logging and safekeeping of items.
22. Issue students with Oyster cards, gym passes, timetables, exam entry statements, exam timetables, exam certificates; and issue staff with car parking permits
23. Issue student references and letters on request having regard to the Data Protection Act.

General Duties:

24. Maintain radio contact with College Security staff, and be the first point of contact for First Aid requests.
25. Deal with incoming and outgoing post, including the operation of the franking machine, and accepting recorded/special deliveries and notifying relevant staff to collect these from Front of House.
26. Be responsible for the Information Centre and Applications Mailboxes, this includes checking and responding to e-mails on a daily basis, and forwarding e-mails to relevant staff.
27. Answer general enquiries from students, staff and the public having regard to the individual needs of the diverse student population and the Data Protection Act.
28. Adhere to and comply with the College Financial Regulations.
29. Promote a positive image of the college by ensuring that the Information Centre area is kept in a tidy, organised and an attractive condition, and by maintaining stocks of relevant publicity material.
30. Promote a positive image of the college in all contacts with students, employers and professional bodies.
31. Ensure the Evening Duty Managers' File is up to date, and a daily evening timetable is available
32. Work collaboratively across all areas of Administration to ensure that all duties are completed as required, and having the flexibility to offer support to colleagues in other areas.
33. Undertake any training necessary to meet the demands of the post.
34. Undertake additional duties at enrolment times, parents' evenings and open days.
35. Carry out any other reasonably comparable duties that may be required from time to time.

Person Specification

Please study the items in this person specification carefully and when completing your application form try to describe your knowledge, skills and experience in terms of those particular items:

1. Experience of working in an educational or customer facing environment.
2. Ability to communicate effectively and tactfully with students, staff and visitors in person, by telephone and written correspondence.
3. Strong interpersonal skills.
4. Excellent team working and organisational skills.
5. Be able to work methodically, paying particular attention to detail and accuracy.
6. Numeracy and Literacy Skills to NVQ Level 2.
7. Be able to work calmly in a busy environment and during periods of pressure.
8. Be willing to undertake training and development as required within the role.
9. Possess appropriate IT skills relevant to the post, or be willing to undertake training.
10. Have an awareness and understanding of equal opportunities.

Equality and diversity

West Thames College champions excellence, integrity, equality and respect.

This means we aspire to the highest achievements for our students and the best possible working environment for our staff.

The whole college community - women and men, younger and older, from different , social and ethnic backgrounds, a variety of faiths, cultures and languages, lesbian, gay and straight, disabled and non-disabled – we are all treated with the same respect and entitled to the same chances to succeed.

We champion diversity because we know that a rich mix of people makes the college a more productive and creative place to study and work.

And we champion equality because it is the right thing to do.

Closing date: 4th June 2025
Reference No: 5BDI005
Interview date: w/c 9th June 2025

Conditions of Service

Contract:	Permanent 36 hours per week
Salary:	£25,999 - £27,156pa Inclusive Please note the salary range for this post is points 23 - 25 on the Support Staff scales. Progression up the incremental pay scale is automatic and awarded on 1 April annually. New entrants are placed on point 23 Where there is evidence of current earnings in excess of point 22, the applicant may be placed at the salary point higher than their current salary
Pension:	Staff are entitled to participate in the Local Government Pension Scheme subject to its terms and conditions.
Annual Leave:	25 days per annum plus public holidays plus up to 3 days Christmas efficiency closure
Hours:	36 hours per week
Probation:	Employees who commence their employment between 1 September and 31 May inclusive will be subject to 26 weeks probation before their employment can be confirmed as permanent. Employees, who commence their employment between 1 June and 31 August, and those with term time only contracts, will be subject to 36 weeks probation period before their employment can be confirmed as permanent. The extended period of probation is ensure that there is an adequate period of "normal" working during which to provide support and assess an employee's performance.
Disclosure	The post will be offered subject to an enhanced Disclosure satisfactory to West Thames College which will be conducted by the Disclosure and Barring Service.