

Job Description

Job Title: Enrolment Officer

Reports to: Assistant Director of AEB and ESF

Purpose

As the Enrolment Officer, you will be providing an effective and timely service in the admission of student applications onto Shaw Trusts programmes of learning. You will be responsible for the administration of new student enrolments, applicant processing, and new student communication/query resolutions.

Your eye for detail and rigorous approach to quality will be crucial in ensuring that Shaw Trust meets its contractual requirements, ranging from the submission of valid and eligible claims, to ensuring that we embed sustainable development in all our practices and developments.

Main Duties and Responsibilities

1. To lead on student enrolments including enrolment appointments, the administration of on-line enrolments and undertaking follow up actions as appropriate.
2. Lead on the checking and verification of student eligibility in line with funding rules and legislation.
3. Conduct prior attainment checks and review initial assessment results for students in line with programme and funding requirements.
4. Work closely with the learner recruitment officers to ensure that learner registrations are completed quickly and efficiently whilst maintaining the levels of quality and compliance required by Shaw Trust and its funders.
5. Registration of candidates on the relevant learning/assessment platforms upon satisfactory completion and submission of the required documentation.
6. Use systems effectively to ensure that evidence collection and claims preparation activity remains up to date and auditable.
7. Assist in housekeeping of electronic data systems ensuring clean live data is always retained.
8. To play a key role in ensuring exceptional customer experience is at the forefront of all admissions processes and procedures.

To adhere to Shaw Trust policies, procedures and quality

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Person Specification

Job Title:

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training)

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best-in-class service to all clients internal and external **(E)**

Experience

- Relevant previous administrative experience. **(E)**

Skills and Attributes

- Ability to provide an efficient administrative service. **(E)**
- Good organisational, time management and administrative skills. **(E)**
- Excellent IT skills with ability to understand new systems. **(E)**
- Flexible approach and an ability to cope with the varying demands of the role. **(E)**

Personal qualities, communicating and relating to others

- Excellent interpersonal and communication skills. **(E)**

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Disclosure and Barring Service Check at a Basic level **(E)**

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**