

Job Description

Job Title: Advanced Learner Loans – Enrolment Officer
Reports to: Advanced Learner Loans - Admin Manager
Salary Band: E
Salary Scale: £20,400 - £25,500

Location: Office based - Multiple vacancies available :
Sunderland, Seaham, Hartlepool
Middlesbrough
Lewisham
Birmingham
Plymouth

Purpose

As the Enrolment Officer, you will be providing an effective and timely service in the admission of learner applications onto Ixion part of Shaw Trusts Advanced Learner Loans programmes of learning. You will be responsible for progressing individual expressions of interest through the application and enrolment stages, following up and resolving queries.

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. To ensure that prospective learners' needs are understood and in doing so establish a tailored programme of learning.

Main Duties and Responsibilities

1. To lead on learner enrolments including expressions of interest, the administration of on-line enrolments and undertaking follow up actions as appropriate.
2. To actively engage with learners, ensuring learners are aware of and meets the requirements of their chosen qualification, to establish a tailored programme of learning.
3. Conduct prior attainment checks and review initial assessment results for students. Maintain learner information, ensuring quality and integrity of data is accurately recorded and submitted efficiently to meet programme and funding contractual requirements.
4. Take ownership of individual learner engagement and enrolment activity, updating the picsweb system in a timely manner, to convert expressions of interest into starts.
5. Assist in housekeeping of electronic data systems ensuring clean live data is always retained.

6. To play a key role in ensuring exceptional customer experience is at the forefront of all admissions processes and procedures.
7. Understand and adhere to all responsibilities to ensure that the quality and compliance requirement of Ixion Holdings and Shaw Trust are met and support where required successful completions of inspections and audits to meet OFSTED, funding bodies and internal quality assurance standards.
8. 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.

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| <p>Person Specification</p> <p>Job Title: Advanced Learner Loans – Enrolment Officer</p> <p>(E=Essential D=Desirable)</p> |
| <p>SKILLS AND CORE COMPETENCIES</p> |
| <p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Qualification in Information, advice and guidance (or prepared to work towards one) (E) • L2 or equivalent in Functional Skills Maths, English & ICT (E) |
| <p>Experience</p> <ul style="list-style-type: none"> • Relevant experience in learner needs, assessment and guidance (E) • Demonstrable experience in coaching, mentoring or motivational interviewing techniques (E) • Relevant previous learner enrolment experience and understanding of learner engagement and conversion. (E) • Experience of providing information, advice and guidance to learners (E) • Experience/Knowledge of Government Funding streams i.e. Advanced Learner Loan delivery (D) |
| <p>Skills and Attributes</p> <ul style="list-style-type: none"> • Competent in use of IT including Microsoft Word and Excel to intermediate user level (E) • Ability to engage and maintain positive relationships with learners (E) • Ability to manage caseloads of prospective learners (E) • Good organisational, time management and administrative skills. (E) • Ability to provide an efficient administrative/enrolment service. (E) • Ability to ensure contractual compliance and provide financial and performance information to agreed specifications (D) • Ability to Coach, mentor and motivate learners (D) • Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E) • Flexible approach, an ability to cope with varying demands of the role. (E) |

Personal qualities, communicating and relating to others

- Provides a best-in-class service to all clients internal and external **(E)**
- Customer focused, committed to understanding client aspirations, supporting their needs. **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Embraces change and drives continuous improvement **(E)**
- Excellent interpersonal and communication skills. **(E)**
- Represent IXION (part of Shaw Trust) in a professional manner on all occasions. **(E)**
- Resilience and ability to persevere in order to ensure learner commitment and sign up is achieved **(E)**
- Build positive relationships with internal and external stakeholders **(E)**
- Strive to improve practice to be creative and innovative and work towards continuous improvement **(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

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**