

Role Profile

Part A - Grade & Structure Information

Job Family Code	5PE	Role Title	Admissions Administrator
Grade	PS5	Reports to (role title)	Area Business Manager
		Directorate / School	Children, Families & Lifelong Learning
JE Band	161-191	Service / Department	Education / Surrey Adult Learning
		Date Profile created	Apr-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Undertake a range of administrative tasks to support learners throughout their journey from initial enquiry, application, eligibility, assessment, enrolment and beyond. Ensuring the process runs smoothly and learners receive excellent customer care.</p> <p>Provide high quality timely information and guidance to prospective and progressing learners face to face at our Centres or via telephone, email, and post.</p> <p>Communicate and work collaboratively with colleagues of all levels within the service on a daily basis so professionalism in both appearance and attitude are essential.</p>
Work Context	<p>Surrey Adult Learning has seven dedicated centres in Surrey. In addition it also hires or works from approximately 40 further venues each year. It delivers some 2500 courses comprising both a published course programme and a set of bespoke courses that are designed to meet the needs of individual groups of adults in the community.</p> <p>There are four main teams that make up Surrey Adult Learning:</p> <ol style="list-style-type: none"> 1. Curriculum who look at curriculum planning and delivery, quality improvement and the provision of extensive course offer and the management of tutors employed in the Service; 2. Learning Services who are responsible for the customers experience with the service, enrolment, the environment the course is delivered in, and associated administrative processes; 3. Information, Technology and Funding Team who look after the Management Information System, and the provision of technology associated with Learning; 4. Business Development Team who look after the marketing, business development and growth in income generation. The financial and business analysis functions are directly led by the Principal. <p>The Admissions Administrator will work as part of a team providing high quality</p>

	<p>administrative support to our priority area which includes GCSE and Functional Skills courses in English and Maths, English for Speakers of other Languages (ESOL) courses, and our Digital Skills qualifications.</p> <p>The role will be based at one Centre, however they may at times be required to work at our other centres.</p>
<p>Line management responsibility</p>	<p>n/a</p>
<p>Budget responsibility</p>	<p>n/a</p>
<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Service Development</p> <ul style="list-style-type: none"> • Support and contribute where appropriate to the management or ongoing development of the service. • Raise awareness of the service by supporting relevant public relations activities. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan, organise and deliver allocated activities within agreed processes and frameworks. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May provide or support the delivery of chargeable services. <p>Work with others</p> <ul style="list-style-type: none"> • Provide advice and guidance to members of the public on specialist services. <p>People Management</p> <ul style="list-style-type: none"> • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May be required to supervise volunteer and work placements. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Maintain specialist archives, records or items relevant to the service area including supporting members of the public to access relevant services and information. • Maintain and input into relevant systems to ensure accurate and reliable information relevant to the service area. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Vocational Qualifications Level 2 or equivalent in relevant field. • Some knowledge of the specialist service area. • May be required to hold specialist skills relevant to the service area. • Good IT skills. • Able to manage own time effectively and identify priorities. • Good organisational skills with the ability to work effectively and flexibly as part of a team. • Ability to provide high standards of customer care. • Good interpersonal skills and able to provide a high standard of customer care. • Able to communicate effectively and politely with members of the public.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Experience of delivering customer care to a wide range of users and of working in a high volume data processing environment • Grade C or 4 or above in GCSE English and Maths (or equivalent). • Proven ability to deliver a quality telephone and electronic customer care to a wide range of users. • Flexible approach to working patterns and practices. • Willingness and ability to travel to other Centres. • A good standard of administrative skills. • Ability to work effectively under pressure and gain support and commitment. • Ability to develop supportive relationships with colleagues outside of the team • Working knowledge of Microsoft Office packages including Word, Excel, Outlook, Powerpoint and Sharepoint). • Commitment to adult safeguarding and promoting the welfare of our learners.
Role Summary	<p>Roles at this level provide a service within a specialist area to deliver an accessible and welcoming front line service for members of the public and customers. Role holders will work under direction within clear procedures and best practice guidelines to support the day to day running of the service or department. They will be subject to supervision and will be expected to organise their own workload and prioritise within short, e.g. day-to-day timescales.</p>

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