

### Job description

<b>Job title</b>	<b>Learner Experience Advisor (Admissions and IAG)</b>				
<b>Service Area</b>					
<b>Team</b>	Learner Experience	<b>Post number</b>		<b>Grade</b>	4 (7-10)
<b>Reports to</b>	<b>Learner Experience and IAG Team Leader</b>				
<b>Responsible for</b>	To administer all aspects of the admissions process from first point of contact to successful enrolment or signposting across all cohorts/customers				

<b>Purpose of job</b>
<ul style="list-style-type: none"> <li>• To provide a welcoming first point of contact for learners, members of the public and visitors, answering enquiries in person, by telephone or through other enquiry channels</li> <li>• To provide accurate and timely information, advice and guidance</li> <li>• To organise initial assessments and interviews</li> <li>• To provide excellent levels of customer service supporting learners through the application and enrolment process.</li> </ul>
<b>Major duties and responsibilities</b>
<p><b><u>Enquiries, Information, Advice and Guidance</u></b></p> <ol style="list-style-type: none"> <li>1. To be the first point of contact for enquiries, ensuring a timely and appropriate response is provided</li> <li>2. To provide up to date and detailed information, advice and guidance to prospective learners</li> <li>3. To ensuring that individual requirements of prospective and current learners are met</li> <li>4. To liaise effectively with curriculum and administration teams to ensure that the admissions process is streamlined and efficient for learners</li> <li>5. To check and record eligibility evidence before processing enrolments</li> <li>6. To assess the level of fees payable by learners and be responsible for fee collection and processing</li> <li>7. To ensure that all applications and enrolment enquiries are followed through to resolution.</li> <li>8. To ensure that additional support needs are identified and communicated to the Inclusive Learning team in a timely manner</li> <li>9. To ensure that the Institute's visitor procedures are followed</li> <li>10. To ensure customer confidentiality at all times</li> </ol>

### **General**

1. To participate in performance review and continuous professional development (CPD) developing required knowledge, understanding and skills to deliver responsibilities effectively
2. To positively promote the Institute in all contact and communication with the public and learners
3. To follow all Institute policies and procedures
4. To undertake any other duties as may be reasonably requested commensurate to the level of experience and responsibility expected including supporting other teams at peak times
5. To be flexible in working hours to cover planned evening and weekend work requirements.

### Person specification

	<b>Learner Experience Advisor (Admissions and IAG)</b>				
<b>Service Area</b>					
<b>Team</b>	Learner Experience	<b>Post number</b>		<b>Grade</b>	
<i>Method of candidate assessment: A = Application Form      I = Interview      T = Test</i>					
<i>Weighting: 3 = most important, 2= least important</i>					

<b>Approaches /Values</b>	<b>A - I - T</b>	<b>Weighting</b>
1. The ability to adopt an <b>Ambitious</b> approach – using Innovation and creativity to realise the Institute’s vision	A, I	3
2. A demonstrable track record of accepting <b>Accountability</b> and taking responsibility for outcomes	A, I	3
3. A commitment to <b>Inclusion</b> – demonstrating an open, welcoming and supportive attitude to colleagues and learners	A, I	3
4. The ability to act with <b>Integrity</b> by displaying a fair, open and honest approach	A, I	3
5. Commitment to the <b>safeguarding</b> of all learners	A, I	3
6. Ability and determination to promote <b>equality and diversity</b> throughout all aspects of Institute’s life, including employment and service delivery	A, I	3
<b>Education and Qualifications</b>		
1. Level 2 Maths and English or equivalent or commitment to gaining with 24 months of commencement of employment	A, I	3
2. Level 2 in Advice and Guidance (or commitment to gain)	A, I	3
3. Customer Service Level 2 Evidence of recent and relevant professional development	A, I	3
<b>Experience/Knowledge/Skills/Competencies</b>		
1. Experience of dealing with members of the public and providing customer service	A, I	3
2. Experience of providing education advice and guidance	A, I	3
3. Knowledge and understanding of the matrix quality standard	A, I	2
4. Able to interpret and apply relevant policies and procedures keeping up to date with changes affecting own area of work	A, I	3
5. Ability to respond to enquiries and any issues providing clear information and advice	A, I	3
6. Excellent oral written and interpersonal communication skills with the ability to relate to staff and learners with different needs	A, I	3
7. Ability to work effectively with colleagues and external partners building effective professional relationships	A, I	3
8. Ability to demonstrate adaptability	A, I	3
9. An understanding of and commitment to the principles of Equality and Diversity and how they apply in practice	A, I	3