

|  |
| --- |
| **Enquiries Advice and Guidance Manager** |

|  |  |
| --- | --- |
| **Reporting to:** | Head of Marketing, Communications & Customer Experience |
| **Working Hours:** | Full Time (37.5 hours per week)Hours to be covered 8am to 6pm on a rota basis |
| **Salary:** | £29,613 to £34,322 (scale point 28-34) |
| **Position Code:** | M1 |
| **Annual Leave:** | 26 electable days, 8 statutory days and up to 5 efficiency closure days at Christmas |

 **Job Purpose**

To manage work planning, monitoring and delivery within the Enquiries Advice and Guidance (EAG) Team (including the College Reception). The primary function of this role is to ensure efficient and effective operational management within the framework set by the Head of Marketing and EAG. The Manager will manage the EAG team in delivering the best possible experience to our customer gaps through consistently delivering thorough, accurate and timely services.

**Duties and responsibilities of the job**

1. **Main Duties**

|  |
| --- |
| 1. Line manage the operational work of the Enquiries Advice and Guidance team, including ensuring sufficient cover is available for the College Reception at all times by deploying the EAG team efficiently to provide customer service excellence.
 |
| 1. Provide course, finance and funding information upon request via telephone, email, website or in person
 |
| 1. Create, update and maintain all correspondence relating to enquiries and admissions on the student records System (ProSolution) and Akero to consistently manage the journey.
 |
| 1. Update Plumpton Online Shop with Adult part time course offer
 |
| 1. Manage the application and selection process for all students and liaise with relevant academic staff where necessary
 |
| 1. Support and advise academic staff in meeting admissions requirements within specified deadlines
 |
| 1. Manage events and touchpoints along the application process including information events, taster days, starter days, interview, parent welcome etc.
 |
| 1. Assist the marketing team with the production of any admissions-related aspects of promotion materials
 |
| 1. To link with MIS (Management Information Services) and Student Records section to ensure correct input of relevant student data and assist in updating the on line shop system.
 |
| 1. Plan the internal student progression process and support Curriculum Managers to deliver the required target for progression.
 |
| 1. Plan and complete the capture of student destination and report on the outcomes.
 |
| 1. Implement and manage the College Careers strategy to include matrix accreditation and compliance with Gatsby benchmarks.
 |
| 1. Provide reports in a timely manner regarding application and conversion targets, and position update comparisons.
 |
| 1. Manage the Job Shop Coordinator to ensure high quality careers advice and work experience programmes for all students.
 |
| 1. Ensure the college’s work experience procedure relating to employers is adhered to
 |
| 1. Ensure that the jobshop activity provides an effective means of candidate matching between prospective students and employers
 |
| 1. Authority Officer for Tier 4 Student Visas
 |
| 1. Compile for approval, policies and procedures linked to EAG
 |
| 1. To actively participate in marketing and promotional activities
 |
| 1. Manage Health and Safety within EAG and job shop office and reception ensuring that the environment is welcoming
 |

1. **Quality Improvement**

|  |
| --- |
| 1. Provide reports to Head of Marketing and EAG and SMT on application, acceptance and conversion targets
 |
| 1. Develop standard operating procedures and policies linked to Enquiries, Advice and Guidance functions.
 |
| 1. Reports on progress towards Careers Strategy Action plan and Gatsby benchmark.
 |
| 1. Reporting on progress towards work experience and industrial placement targets with Jobshop team.
 |

1. **Continuous Professional Development**

|  |
| --- |
| 1. To actively participate in the personal annual appraisal process
 |
| 1. To undertake staff development appropriate to the needs of the College in addition to any development needs identified through the appraisal process
 |

1. **Other responsibilities and duties**

|  |
| --- |
| 1. Contribute to the wider College Management Team.
 |
| 1. Attend and represent the college at sector specific groups to maintain sector knowledge and professional awareness of developments surround learner information management
 |
| 1. Carry out day and evening duties on a rota basis.
 |
| 1. Ensure equality of opportunity among all protected characteristic groups and vulnerable student groups and seek to promote diversity in all aspects of college life.
 |
| 1. Ensure all safeguarding policies and procedures are followed at all times.
 |
| 1. Ensure Health and Safety is maintained at all times, in line with college policies.
 |
| 1. Undertake any further duties commensurate with the grade and responsibilities of the post as allocated by the Senior Management Team.
 |

**Qualifications / Skills / Knowledge / Qualities**

At Plumpton College we are:

* Ambitious and Progressive
* Enterprising
* Professional
* Passionate about everything we do
* Supportive

|  |
| --- |
| **Essential criteria for the post** |
| Level 6 IAG qualification |
| Level 3 Business Administration or customer service |
| Minimum Level 2 in literacy and numeracy |
| Experience in the use of ProSolution (Compass) or other student records-based systems to record student information |
| Experience of managing and administering the enquiries and admissions cycle in an educational environment  |
| Exceptional attention to detail and customer service |
| Experience of managing a successful team |
| Excellent organisational and time management skills |
| Strong desire to work collaboratively as part of a high performing team |
| Excellent communication and highly developed interpersonal skills |
| Excellent IT skills (inc. MS Office suite) |
| Show flexibility and adaptability to changing workloads |
| Demonstrable evidence of having raised standards in a previous role |
| Management of cross College Careers Advice including UCAS process |
| Completion of Matrix accreditation and review process |

|  |
| --- |
| **Desirable criteria** |
| Effective skills in problem solving  |
| Proof reading skills |
| Understanding of student support needs |
| Understanding of Home Office requirements for Tier 4 visa status. |

**CONDITIONS OF EMPLOYMENT**

**Working Hours**

Basic working hours are covering from 8am and 6pm on a rota basis Monday to Friday but some flexibility will be required to meet the needs of the business. This is an all year round post. There will be some evening and weekend working required to support department and whole college events where there will be a requirement to attend.

**Annual Leave**

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, 8 bank holidays and efficiency days as stipulated by the Senior Management Team. Annual leave is bookable subject to business needs and should be planned and agreed with your Manager. Annual leave sheets will be available from the start of the new holiday year (1 September).

**Continuous Professional Development (CPD)**

This post will be entitled to CPD for updating, personal and professional development. All CPD must be planned, agreed and booked with your Line Manager.

**Benefits**

The candidate appointed to the post will automatically become a member of the LGPS Scheme and pay contributions as determined by annual salary levels. The pension scheme includes life assurance cover, and the College will also pay a contribution towards your pension. There is also free car parking and a competitively priced dining room service.

**Equality and Diversity**

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

**Criminal Record Check via the Disclosure Procedure**

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as ‘spent’.  There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and “spent” convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal