

**JOB DESCRIPTION**

|  |
| --- |
| **Job Title:** Admissions and Learner Records Officer **Reporting To:** Learner Services Manager |

|  |
| --- |
| **Main Aim:** To be part of the Learner Services Team responsible for processing all learner applications and ensuring they are dealt with efficiently and effectively. Responsible for communicating with applicants and employers, liaising with GET staff and carrying out various other administration tasks to support the Learner Services Team and the wider business. |

|  |
| --- |
| **Duties Include:**  Learner Recruitment  Administer all learner applications through the recruitment process.  Be responsible for coordinating the initial assessment procedure; scheduling initial assessments, collating results, and distributing to prospective employers.  Arrange learner induction interviews.  Learner records  Be responsible for all aspects of administration relating to the learners and their learner journey;   * Verify previous qualification and education history * Update the MIS (PICS) and relevant learning plans with any amendments and unit/qualification achievements * Register learners through the awarding organisations (AOs) * Requesting Qualification and Unit certificates * Ensure learner records are accurate and up to date at all times   Employer records  Input and maintain all employer records (paper and electronic) ensuring all contact and company information is up-to-date.    General   * Greet visitors, deal with their enquiries or redirect to colleagues as appropriate * Assist in answering incoming telephone calls and deal with enquiries with relevant information or redirecting as appropriate * Responsible for sourcing and purchasing stationery and office resources * Cover learner absence management when required * Ad-hoc administrative duties across all teams as required by the business   **GET Standard**   * Promote GET and its business in a positive manner at all times * Promote the equality, diversity and safeguarding of learners, staff and visitors at all times * Contribute to the implementation of the company business plan, self assessment report and quality improvement plan and processes * Maintain discipline and cleanliness at all times, within the centre. * Ensure a high standard of health, safety and welfare to learners, staff and visitors at all times * Identify areas of training and development and relevant to industry and business needs to ensure own training and development is up to date * Comply and assist with external body requirements, audits and inspections (DfE, Ofsted, Awarding Organisations). * We reserve the right to request employees to assist with reasonable additional duties as and when required; including supporting and attending open evenings, careers fairs and similar business related events |
|  |

|  |
| --- |
| **Skills and/or Qualifications:**    **Ideal:**   * NVQ in Customer Service and/ or Business Administration Level 2 or equivalent * Experience working within an education establishment   **Essential:**   * GCSE grade 9-4 (A-C) in Maths and English or equivalent * Recent experience working in an administrative role * Excellent communication and customer service skills * Excellent organisation skills and ability to work on own initiative * Experienced with Microsoft packages |