



Title:	Enquiries and Administrative Assistant
Location:	Exeter
Hours:	Wednesday, Thursday, and Friday - 3 days per week. Approximately one Saturday per month will be required on a Rota basis in lieu of a weekday.
Duration:	Permanent
Salary:	£20,400 - £22,912.00
Responsible to:	Head of Administrative Services
Closing date:	6 July 2023
Interview date:	19 July 2023
Start date:	This role is available immediately (subject to references)

Purpose of this role

The role of the Enquiries and Administrative Assistant is an important position within Iron Mill College, aimed at providing comprehensive administrative support to various departments, including admissions, student services, marketing, CPDs, events, and the Iron Mill Counselling Service (IMCS).

You will play a role in ensuring efficient student service, and effective communication, and act as the first point of contact for students, staff, and visitors, representing the College with professionalism and delivering exceptional service. Your commitment to upholding Iron Mill College guidelines and values, as well as your attention to detail and organisational skills, will be essential in successfully fulfilling your duties.

In return, IMC staff are afforded the following benefits and exclusives:

- 25 days annual leave in addition to public/bank holidays or as specified in your contract
- Workplace Pension Scheme
- Direct access to an Employee Assistance Programme
- Regular breaks in the working day, supporting a healthy work-life balance

▪ Staff Exclusives

Valuing the work of our staff, Iron Mill College offers exclusive benefits that build – and change – over time. Currently, they include:

- Eye care voucher for full sight tests at any UK Specsavers store.
- Access to a wide range of deals and discounts.
- An IMC CPD event per year of up to and including one day in the length of staff member choice (as numbers allow) at no cost (outside of work schedule)
- 50% discount off any other IMC CPD-listed masterclasses, public lectures, and workshops.
- Phoenix, Exeter, £5 cinema tickets, 10% discount on food and hot drinks, and last-minute deals for live performances.



Key Responsibilities

Customer Service and Administration: Assist the administration department in providing excellent customer service and implementing effective service standards. Support various administrative activities related to reception, admissions, student services, marketing, CPDs, events, and the IMCS.

First Point of Contact: Answer telephone enquiries and greet students, staff, and visitors, ensuring a welcoming and helpful atmosphere.

Communication and Information Service: Utilise positive and effective communication skills to deliver courteous and efficient information services via email, phone, and College events. Assist current and prospective students by providing accurate information, with the goal of converting applicants into enrolled students.

Iron Mill Counselling Service Support: Provide administrative support as required by the IMCS Manager, contributing to the smooth operation of the counselling service.

Document Production: Support the Head of Administration and team by proofreading and producing professional and accessible documents, including meeting agendas, minutes, letters, emails, and reports. Assist in sending student offers and invoices, such as course enrolment deposits and tuition fee contract payment plans.

Data Management and Website Maintenance: Assist in ensuring student data information is up-to-date and accurate. Contribute to maintaining the College website and SharePoint, ensuring they are fit for purpose.

Guidelines and Values: Consistently apply College guidelines and values in all interactions and communication with customers and consumers.

General Administrative Duties: Collect and distribute post, purchase printed forms, stationery, and daily consumables, and maintain creative resources. Support the college at various functions, including open days/evenings, online events, public meetings, and other events as required.

General: Be an ambassador for IMC, its vision and mission, and provide an excellent experience to all staff, users, clients, and visitors. Act in an inclusive, collaborative, supportive manner consistent with IMC Values and ethos, in accordance with its policies, processes and procedures

Additional Duties: Undertake any other appropriate duties assigned by the Head of Administration to contribute to the overall functioning of the College.

NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive and may be varied from time to time after consultation with the post holder.



Overview

Iron Mill College is a specialist independent college based in Exeter with a well-established centre in Poole. With over 40 years of experience in the provision of high-quality counselling and psychotherapy, mental health and well-being training programmes, the College is well known and highly regarded within the professional community.

The College provides learning opportunities for a range of students at various levels from Certificate level through to graduate degrees, professional qualification through to CPD, bespoke training for external organisations, and a low-cost Counselling Service to the community at both College sites. You will be joining a friendly, supportive, and experienced team within a successful, growing organisation.

Person Specification: Enquiries and Administrative Assistant

Category	Essential	How Identified	Desirable	How Identified
		A/I		
Qualifications	3 A-levels or equivalent vocational qualifications (e.g., in business administration)			
Experience	At least two years' experience in a similar role - customer service / administrative role or transferable skills area. A proven track record of team support and demonstrable administrative experience.	A/I	Experience in a similar educational setting	A/I
Skills and Abilities	Excellent communication skills (written and verbal)	A/I		
	Strong organisational and time management skills	A/I		
	Attention to detail and accuracy	A/I		
	Proficiency in Microsoft Office applications	A		
	Ability to prioritise tasks and meet deadlines / multitask	A/I		
	Ability to work both independently and in a team	A/I		
	Knowledge of data management	A		
Personal Qualities	Professionalism and ability to represent the college	A/I		
	Customer service orientated	A/I		
	Friendly and welcoming demeanour	A/I		
	Adherence to guidelines and values	A		
	Adaptability and willingness to learn	A		
	Empathetic and discreet, demonstrating an understanding of confidentiality and privacy with respect to personal data and information.	A/I		
	The ability to work independently and as part of a team.	A/I		
	To be able to work in an organised and methodical manner.	A/I		
	A self-motivated and proactive attitude.	A/I		
	Enthusiasm and energy for the role.	A/I		
	A positive attitude to work.	A/I		