



<b>Title:</b>	<b>Admissions and Office Administrator</b>
<b>Location:</b>	Exeter
<b>Hours:</b>	Monday to Friday - 37.5 hours per week. Approximately one Saturday per month will be required on a Rotabasis in lieu of a weekday.
<b>Duration:</b>	Permanent
<b>Salary:</b>	£24,329 to £25,027
<b>Responsible to:</b>	Head of Administration
<b>Closing date:</b>	29 <sup>th</sup> November, 2024
<b>Interview date:</b>	11 <sup>th</sup> – 12 <sup>th</sup> December, 2024
<b>Start date:</b>	This role is available immediately (subject to references)

### **Overview of the Role:**

The role of the Admissions and Office Administrator is an important position within Iron Mill College. The role holder will provide administrative support and coordination across these vital areas as well as support the wider college team as required by the Head of Administration (HoA).

The role holder will be required to assist in the admissions processes of new students to Iron Mill College, including Continuing Professional Development (CPD) courses, as well as being the first point of contact for our students, staff and visitors to our Exeter Campus, welcoming them in a friendly and professional manner.

The Admissions and Office Administrator will be required to work to all departmental policies and procedures, correctly implemented to a high standard while supporting the whole Iron Mill College team and overseeing office and teaching resources.

### **Key Responsibilities:**

- As primary reception cover you will provide first point of contact; answering telephone calls and greeting students, staff, and visitors, ensuring a welcoming, friendly and helpful atmosphere to all.
- Working with other Admissions Administrators to process new student and CPD applications in-line with relevant policies and processes and maintain accurate and up to date records on CRM.
- Customer Service; to ensure high standards of service are maintained for prospective and current students, staff and visitors alike by addressing relevant queries promptly, politely and professionally.
- General administrative duties (non-exhaustive); overseeing and ordering resources such as creative, learning and stationery as well as daily consumables.
- Maintain up to date records across our IT platforms, which includes MS Office 365 and CRM Microsoft Dynamics.
- Be responsive to telephone calls, directing enquires where needed. Answering emails and in person enquiries.
- Support the HoA in the ongoing development of procedures and processes.
- Occasional out of usual office hours admin support for the college and/or IMCS in consultation with the HoA which may include Open Days, online presentations and other events.
- To work Saturdays on a rotational basis which could be one in four or five weekends.
- Undertake reasonable additional duties or projects as the Head of Administration may determine appropriate.

***NB: This is not an exhaustive list of duties and is subject to review on a regular basis.***



## Person Specification:

	<b>Essential</b>	<b>How Identified</b>	<b>Desirable</b>	<b>How Identified</b>
<b>Qualifications</b>			An Honours undergraduate degree or sufficient relevant experience	A
<b>Experience</b>	A minimum of 2 years of experience in an administrative capacity  Experience in responding to queries from students/customers in a professional and timely manner	A  I	Experience working in a college or educational environment	A
<b>Skills and Abilities</b>	Ability to work independently and efficiently manage own workload.  Strong IT Skills, including MS products such as Office 365  Work as part a team taking direction and delivering results  Demonstrated ability to meet deadlines consistently.  Working on multiple projects simultaneously.	I  A/I  I  I  I	Experience of Microsoft Dynamics	I
<b>Personal Qualities</b>	Positive, friendly, supportive and professional at all times  Excellent interpersonal skills  Flexibility and adaptability in support of a busy team	A/I  I  I		

A = Application Form

I = Interview