



JOB DESCRIPTION

Job Title:	Enrolment Officer
Department:	MIS - Learner Data
Grade:	Admin & Support
Directly Responsible to:	Learner Data Manager

Purpose of Job: To provide an efficient enrolment service, ensuring the accurate maintenance of student records.

Main responsibilities and Duties

Enrolment

1. To run the enrolment office during college opening times.
2. To perform student enrolment duties.
3. To provide a customer focused environment for students.
4. To input and retrieve student information from the database.
5. To deal with general enquiries from students regarding college procedures, enrolments etc.
6. To provide phone and online enrolment and ensure relevant data/documents are passed on to and collected from the appropriate staff.
7. To be a main point of contact for any Online Enrolment queries.

Finance and Fees

8. To take payments from students by cash and cards.
9. To take payments from students by invoice and instalments.
10. To undertake the cashiering and preparing of monies for banking.
11. To make sure that the enrolment floats are constantly fit for purpose.
12. To input financial payments on EBS including processing refunds.
13. Input of Direct Debit payments on EBS.
14. Take and input telephone payments.
15. Liaise with Finance regarding mismatched payments and any Finance queries.

General Duties

16. To provide references for enrolment purposes.
17. To provide information to external bodies i.e. tax office, benefit office.
18. To undertake filing duties.
19. To process refunds given from Finance.
20. Adding default fees on EBS.
21. Comply at all times with College Policies and procedures including health and safety and Data Protection.
22. Attend training and other courses as part of on-going staff development and product familiarisation.
23. To undertake such duties as may be required by the Principal, commensurate with the grade and nature of the post
24. The post holder will be expected to work flexibly and efficiently, to maintain the highest professional standards and to promote and implement the policies of the Corporation.
25. Bolton College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.
26. Commitment to the principles of valuing diversity and equal opportunities.

Physical Conditions

Flexible Working

Whilst this particular position is normally located in the Enrolment Centre at Deane Road, the support services within the college are operated on a flexible basis and staff are required to give support in all areas of the college as and when required by management with due regard being given to their specialisms. Also as the college is multi-site some movement between sites may be necessary from time to time.

Working Hours

You will be expected to work 37 hours per week. Your pattern of work will need to be flexible and will therefore vary from time to time. Occasional evening and Saturday morning work may arise. In normal circumstances where you work beyond your contracted number of hours, time off in lieu may be given or overtime may be payable.

Training

The College wishes to encourage support staff to increase their skills and qualifications for the benefit of the individual and the college. The post-holder may therefore, at the discretion of management be required to undertake training and development appropriate to present and future needs of the college.

All staff will be required to participate in an annual staff development review.

PHYSICAL CONDITIONS

The College is multi-site, and some movement between sites may be necessary from time to time.

Probationary Period

If the post holder is a new employee to the College, the first nine months of employment will be a probationary period, during which the suitability of the post holder for the position will be assessed. The Corporation reserves the right to extend the probationary period, if, in its opinion, circumstances so require. During the probationary period, the employment may be terminated either by the post holder or by the Corporation on giving written notice of one month. The Corporation's Disciplinary Procedure will not apply during the probationary period.

Appraisal

The post holder will be required to participate in a staff appraisal scheme approved by the Corporation.

In the interests of Health & Safety, smoking is not permitted in Bolton College.

Job Description Prepared by: H Entwisle

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