

Job description: **Student Enrolment and Frontline Services Manager**

<b>Status</b>	<b>6 Month FTC</b>
<b>Base</b>	<b>Cross College (Waterloo Centre, North Kensington Centre &amp; Chelsea Centre)</b>  <i>Post holder will be required to work across College sites and at other locations</i>
<b>Grade</b>	APT&C Management
<b>Salary</b>	£41,467 (including LWA)  <i>It is our policy to normally appoint at the bottom of the salary scale</i>
<b>Hours of work (per week)</b>	36 hours per week
<b>Reports to</b>	Head of Student Services
<b>Manager to</b>	Student Experience Advisers cross college, Reception Teams and temporary staff seasonally.

**ROLE PURPOSE**

The Student Experience and Frontline Services Manager is responsible for line management cross college front of house enquiries and enrolment support. The role requires ensuring the delivering of an outstanding frontline student experience through effective service provision by the student facing teams. A key function of the role is to ensure the effective coordination of enquiries functions including telephony, online and in person queries across the 3 centres. This will be achieved through professional management of student enquiries and ensuring an exceptional experience for students, staff and visitors accessing frontline services. The post

holder will be responsible for managing all elements of in person enrolments ensuring these are processed in line with data requirements. The post holder will also manage and motivate a team of dedicated frontline staff ensuring they provide an excellent customer service.

## **MAIN ACCOUNTABILITIES**

- To motivate and support a team of staff in delivering outstanding frontline service to all students and visitors to the college
- Develop and maintain an understanding of the regulations and funding rules under which the College operates so that all the necessary information is collected before the enrolment is accepted and the data is input accurately.
- To develop and maintain Service Standards related to the service
- To be key Safeguarding contact Cross College and work with the College Designated Safeguarding Officers a
- To develop a responsive team in enrolling students on Essential Skills and short courses
- The manage a service focused on the supporting of students over the phone and via email through excellent customer services
- Working closely with other Student Services Managers across college to ensure the services are aligned and working to the same service standards
- To contribute to the Student Services Performance Service Review and Service Enhancement Plan through data analytics
- Alongside Head of Student Services shape the operation and directional direction of the service through streamlining frontline services.
- To performance manage staff in line with College's processes
- To train and line manage a team of temporary staff at busy times of year

## **GENERAL COLLEGE RESPONSIBILITIES**

### **General College Responsibilities**

All College employees, irrespective of their role and level of seniority in the College are expected to be familiar with and adhere to these responsibilities:

- We put respect and kindness first, valuing our differences, richness of experience and the contribution we all make. We take time to get to know each other and are inclusive
- We understand and promote with staff and students the importance of safeguarding the welfare of children and vulnerable adults that they are responsible for or come into contact with
- We ensure we comply with the requirements of health and safety regulations to ensure our own wellbeing and that of our colleagues
- We promote and comply with all Morley College London policies and procedures, ensuring that our service delivery and treatment of others is fair and inclusive
- We ensure confidentiality at all times, only releasing confidential information obtained during the course of our employment to those acting in an official capacity and in accordance with the provisions of data protection legislation
- We promote equality, diversity and inclusion principles at all times, ensuring that the College's anti-racism and EDI statements are seen

in our every-day activities and behaviours

- We are consistently professional in our behaviours, ensuring that integrity is at the heart of delivering our role and demonstrably following the Morley values, putting students at the heart of all we do
- We work to maintain and build the Morley culture of learning, collaboration, creativity and growth
- We adopt a positive, “can do” and solution focused approach , supporting our students and customers and maintaining Morley’s reputation for excellence in learning, inclusivity and
- We are personally committed to Continuous Professional Development, working towards annual individual learning goals and keeping up to date on developments within our professional field

**Manager Responsibilities:**

- We lead and develop our team to support them on their own professional development journey and to ensure that the team’s objectives are met
- We provide consistent, objective and fair performance management through regular feedback and one to one meeting; conducting formal reviews and appraisals; setting clear objectives and managing workloads; and identifying and addressing business-focussed training and development needs
- Our management style is supportive, and we coach our staff to deliver their objectives and develop in their careers.
- We proactively manage issues related to conduct and capability, ensuring that issues are dealt with in an effective, professional, focused and timely manner

**Safeguarding children and vulnerable adults:**

The post holder will be expected to promote with staff and students the importance of safeguarding the welfare of children and vulnerable adults they are responsible for and come into contact with

This job description is not exhaustive and as such the post holder is expected to be flexible. Any changes of significance will only be made following a discussion with the post holder

**WORKING WITH**

The post holder will work closely with MIS, IT, Curriculum, Premises and Security colleagues to ensure robust frontline services provision. They will also work with all Student Services department to ensure effective IAG provision for all college enquiries.

**DBS STATUS**

This post is exempt from the Rehabilitation of Offenders Act 1974 and is regulated activity. The post holder will be required to obtain an Enhanced DBS Disclosure, including an ISA barred list check.

## PERSON SPECIFICATION

Job Title: Student Enrolment & Frontline Services Manager

### Essential Criteria:

- Educated to at least Degree Level.
- Experience of managing student facing or front of house teams ensuring they deliver an outstanding level of customer service.
- An understanding of a college's requirements in relation the production of accurate and timely student enrolment data
- Excellent communication skills with students and colleagues.
- Excellent IT skills with experience of working with computerised systems, including MS Office and databases.
- Proven excellent customer care skills, with a commitment to providing a high quality service.
- The ability to work collaboratively and effectively with other departments to develop services.
- The ability to remain calm and organised under pressure.
- Self-aware, able to use initiative but understands when it is appropriate to seek advice and involve others.
- GCSE English and Maths or equivalent A - C
- Have a commitment to and be able to demonstrate knowledge of health & safety and equality and diversity as appropriate to the post.
- A clear understanding of Safeguarding and Prevent and the ability to create and sustain a learning environment in which the safety and welfare of children and vulnerable adults is paramount
- An understanding of adult education provision.

### Desirable Criteria

- Minimum of Level 3 qualification in Advice and Guidance
- Customer Service training
- Coaching experience
- Systems and process design