

## **Job Description – Admissions Supervisor**

**Role Title:** Admissions Supervisor

**Department:** Operations

**Salary:** 32-35k per annum

**Hours of Work:** Full Time

**Contract Type:** Permanent

**Reporting to:** Head of Operations

**Location:** Central London

### **Purpose of job**

The post-holder will have the responsibility for the enrolment and admissions of students to British Academy of Jewellery. The Admissions Supervisor will be working closely with Academic and Administration staff across Centres, coordinating the Admissions officers at other centres and workloads and will be liaising with students directly. This varied role requires the exercise of independent judgement and initiative, strong administrative and excellent interpersonal skills. The Admissions Supervisor will ensure a high-quality admissions service from the first point of enquiry through to enrolment and beyond.

### **Key accountabilities**

- To coordinate the Admissions officers, allocate workload, ensure processes are being followed
- Motivate and mentor the team so that they can easily be able to attain their targets
- To manage the admissions processing and portfolio of programmes.
- To advise prospective current and future students accurately based on the academic and funding requirements of British Academy of Jewellery.
- To be responsible for providing outstanding student experience by ensuring an efficient and streamlined admission process by devising and implementing new systems when needed.

## **Duties and Responsibilities**

### **Supervisory**

- Lead the Admissions team of officers, dealing with admissions over various locations within the UK.
- Organise One on One sessions on a monthly basis with the team members and submit the report.
- Motivate and mentor the team so that they can easily be able to attain their targets.

### **Applications**

- Process incoming applications for programmes and courses, checking qualifications, validity and results in accordance with the detailed funding guidance.
- Monitor consistently the responses of applicants to decisions and provide data to all departments on applicant status, payment, and workflow.
- To provide continual information, advice, and guidance to support students, tutors and staff.

### **Administration**

- To assist with Interview, Assessment, and Induction Days.
- To deal professionally with internal or external contacts that ask for service or requires information, following set standards or procedures in accordance with agreed departmental aims and objectives.
- Create a positive image of British Academy of Jewellery by being responsive and prompt in responding to requests and issues and referring the user to a more senior administrator or more appropriate person if necessary.

### **Work Environment**

- Ensure compliance with health and safety regulations, taking standard actions within health and safety guidelines and reporting any concerns to others.
- Ensure that the work area is kept neat and tidy in order to comply with personal health and safety requirements at own base and when working at other locations within the Academy.
- Demonstrate flexibility in the workplace to meet the requirements of specific deadlines and work schedules.

### **Other duties**

- Handle telephone and email enquiries from trainers, advisers, students and other departments, independently and in a timely and professional manner.

- To devise and implement new systems and databases to streamline customer facing operations where necessary.
- To update databases, accurately and in a timely manner.
- To effectively participate in and deliver a contribution to the Admissions Team.
- To demonstrate strong self-motivation and enthusiasm for the post and be sufficiently self-motivated in order to undertake allocated duties within conflicting time frames.
- To carry out any further duties as reasonably requested by the centre manager.

### **Person Specifications**

- Availability to operate across several business units.
- Outstanding organisational and time management skills.
- Ability to multitask and prioritise daily workload.
- Ability to remain calm and deliver work to tight deadlines.
- Ability to work on your own initiative.
- Discretion and confidentiality.
- A proven track record of meeting and exceeding challenging targets through own activity and through working within an effective team.
- Ability to prioritise work, adapting to shifting deadlines as dictated by client and business demand.
- Desire to improve and take ownership of self-development.

## **Company Benefits**

In addition to a competitive salary, you will also receive:

- Holidays allowance of 33 days (including Bank holidays)
- Company pension scheme
- Working flexible hours

## **Disclosure and Barring Service Clearance (DBS check)**

Our Academy is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff to share this commitment.

The success candidates will be required to declare full details of any unspent criminal convictions. A criminal record will only be taken into account where the conviction is relevant to the position being applied for, and will not necessarily block candidates from employment. Any decision will depend on the precise nature of the work and the circumstances and background to the offence.

## **Equal Opportunities**

British Academy of Jewellery is an Equal Opportunity Employer, committed to diversity and inclusion. We have a working environment where we value and respect every individual's unique contribution, enabling all of our employees to thrive and achieve their full potential. The Academy has a diverse workforce that is representative at all job levels.