

Job Description – Enrolment Officer

Located in	Reporting to	Hours
Stoke on Trent	Enrolment Manager	37.5 per week in line with business need.

Job Purpose

As an Enrolment Officer, your primary responsibility is to facilitate the seamless onboarding of learners into our diverse range of adult education and training programmes. You will play a pivotal role in creating a positive and supportive experience for prospective learners, ensuring that they are well-informed, engaged, and ready to embark on their learning journey with Acorn Training. You will ensure accurate learner records from initial enrolment to support effective and high-quality operations of the central enrolments and data and operational functions of the MIS team.

Key Responsibilities

- Manage the complete application and enrolment process, including the collection of required documents, verification of eligibility, and coordination with relevant departments for timely processing.
- Efficiently manage the enrolment process, ensuring that learners are guided through each step with clarity and accuracy.
- Conduct informative and engaging conversations with potential learners to understand their educational needs, career goals, and any specific requirements.
- Provide comprehensive information about our training programmes, admission processes, fees, and any other relevant details.
- Offer guidance on suitable programme's based on the individual's eligibility, career aspirations, and learning preferences.
- Assist learners in completing application and enrolment documentation, explaining any necessary supporting evidence, and providing guidance on the submission process.
- Collaborate with other departments to gather and verify required documentation, ensuring compliance with regulatory standards.
- Address queries and concerns promptly, offering solutions and alternatives when needed.
- Maintain accurate and up-to-date records of learner information, application statuses, communication history and enrolment data within the learner engagement and enrolment database.
- Support the Enrolment Manager in ensuring enrolment data is clear of any errors/warnings in a timely manner.
- Stay abreast of relevant regulations and accreditation requirements relating to learner enrolment.
- Ensure adherence to data protection and privacy standards throughout the enrolment process.

Key Performance Indicators

- Achievement of targeted conversion rates from referrals to applications and from applications to enrolments.
- Maintaining a high level of customer satisfaction among prospective individuals and enrolled learners.
- Ensuring efficient, accurate and timely processing of applications, enrolments and supporting data.
- Maintaining accurate and updated learner records in the engagement and enrolment databases.

Health and Safety

- You will ensure you follow all Acorn Training health and safety guidelines and fire regulations set out in the policies, follow safe working practices, and complete all mandatory training requirements.

General

- Be aware of and follow all Acorn Training policies.
- Have regular 121's throughout the year to monitor performance, objectives and progress and support your personal development and wellbeing.
- Take part in any required training needed to fulfil your role.
- Commitment to the Professional Standards – Values and Attributes, Professional Knowledge and Understanding and Professional Skills.
- Promote and uphold the principles, policies, and all relevant statutory requirements, including the Equality Act, the HASWA, GDPR and Safeguarding, including Prevent.
- Undertake such other duties as may be required from time to time commensurate with the level of the post.

Person Specification

Criteria	Essential	Desirable
Qualifications and specific training	<ul style="list-style-type: none"> • A minimum of 2 A-Levels or an equivalent Level 3 Diploma in business administration, customer service or marketing and communications. • GCSE (or equivalent L2) in English Language and Mathematics • Level 2 IT Qualification 	<ul style="list-style-type: none"> • Level 3 Information, Advice and Guidance qualification • Full driving licence with access to a vehicle with business use insurance
Experience	<ul style="list-style-type: none"> • Experience of working with a wide range of individuals, managing different needs and actively promoting a service or product. • Experience working in a targeted environment. • Experience of providing excellent customer service. 	<ul style="list-style-type: none"> • Experience working in an education and training environment. • Experience of working with disadvantaged client groups.
Knowledge	<ul style="list-style-type: none"> • Knowledge of the adult education system, including different levels of education and qualifications. • Display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. • Knowledge and understanding of safe and healthy working practices. • Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. 	<ul style="list-style-type: none"> • Good knowledge of local labour market and of local partners/stakeholders
Skills	<ul style="list-style-type: none"> • Excellent verbal and written communication skills. • Ability to communicate effectively with diverse groups, including learners, employers, and referral partners. • Ability to handle enquiries and resolve issues in a professional and positive manner. • Strong organisational and time-management skills. • Ability to collaborate effectively with colleagues and contribute to a positive team environment. • Ability to multitask and prioritise workload effectively. • Flexibility and adaptability to work in a dynamic environment. 	<ul style="list-style-type: none"> • Basic data analysis skills to track and assess learner engagement and enrolment metrics. • Ability to think critically and make decisions independently. • Willingness to learn and take on new responsibilities.

As a recognised, highly inclusive employer, we are particularly interested in receiving applications from Black and Minority, Ethnic (BAME) communities, LGBTQ+ communities, and individuals living with disabilities and from applicants where sectors are typically misrepresented by gender stereotypes.

Acorn Training aspires to be a Positive about Disabled Lead employer.

Last Reviewed: 11/12/23