Job title:	Information and Guidance Officer
Reports to:	Head of Curriculum for Higher Education
Business area:	Higher Education
Responsibility for others:	No

JOB DESCRIPTION

Purpose and context:

To provide information, advice and guidance to prospective students, ensuring that they are able to make informed decisions and successful transitions into college.

To provide administrative duties to support the admissions and student recruitment processes.

The following list is intended to give an indication of the range of duties and responsibilities attached to the post and does not attempt to specify all aspects of the role.

Duties and responsibilities:

- Manage all internal and external admissions, carrying out administrative duties to support the admissions process from initial enquiry to enrolment.
- Liaise with applicants, internal college staff (programme leaders, tutors, MIS, Central Admissions) and external bodies such as Higher Education institutions and UCAS.
- Respond to queries from prospective students, employers, parents and external bodies.
- Support administrative systems to process and track applications using internal college systems and through UCAS.
- Ensuring administrative systems process and track applications for student finance using internal college systems and through the student loans company.
- Work with the Finance team to ensure the payment of tuition fees are timely and accurate.
- Assist with processing Hardship/Bursary fund applications.
- Ensure the accuracy of on-programme student record data, including learner files, Finance and fee payment information, and active student numbers, liaising with the MIS and Finance teams to ensure that learner details are accurately recorded on College systems.
- Assist the HE Student Experience Coordinator with general administrative and clerical duties as required.
- Contribute to the development and growth of provision through student, staff, employer and stakeholder liaison and marketing activities.
- Assist with the arranging of the HE Committee meetings and compile agendas with support of the Head of HE.
- Collate all student grades and organise relevant awarding body Exam Boards.
- Support with the organisation and delivery of the annual HE Conference
- Perform all necessary and administrative and managerial tasks associated with the post.

Responsibilities of all employees at Heart of Yorkshire Education Group:

- Undertake a proactive approach to safeguarding and promoting the welfare of all students, ensuring personal compliance with all Group policy and procedure relating to the safeguarding of students.

- Be alert to any indication or allegation of abuse and take appropriate action, as necessary.
- Committed to upholding British Values, celebrating equality and diversity, and maintaining a culture of respect and tolerance.
- Celebrate and value the diversity brought to our workforce by individuals, providing positive role models and an all-inclusive approach.
- Act in accordance with data protection legislation.
- Participate in team meetings and development opportunities as identified.
- Ensure the health and safety of students, staff, and resources within their scope of responsibility.
- Ensure risk assessments are undertaken, updated, and submitted in line with Group policy.
- Undertake appropriate learning and development, to the equivalent of at least 30 hours (pro rata) each year.
- Ensure students receive a positive introduction into Group life through involvement in all identified aspects of the enrolment process.

Our Values:

Our values act as the moral compass for our organisation. They encapsulate the way we do things, how we behave and how we make our decisions. These are the values we stand behind -

Respect
We clearly communicate with transparency and integrity and show kindness and passion for the things we do

Inclusion
We create a safe and sustainable environment where all can thrive, enabling creativity and individuality

Ambition
We aspire for excellence, continually growing and looking for opportunities to innovate and develop

Collaboration
We take individual and collective accountability and work together to seize opportunities to continuously improve

This Job Description is intended to provide a guide to the duties and responsibilities of the post and to set in context within which the post holder will operate, duties may vary from time to time without changing the general character of the post. It should not be regarded as a legal document or a set of conditions of service.

An appointment to this post will be subject to an enhanced disclosure from the DBS, Children's Barred List (List 99) check, receipt of at least two satisfactory references, provision of evidence of identification and right to work, evidence of essential qualifications and medical clearance.

Person Specification: Information and Guidance Officer		
NOTE TO APPLICANTS – please ensure you note in your online application form how you meet the criteria below. This is used for shortlisting purposes.	**Criteria: Essential Desirable**	**Assessed: Application Interview Task References**
<u>Qualifications and Training:</u>		
GCSEs in English and Maths A*-C/9-4 or equivalent	Essential	Application
A Level 3 qualification in a relevant area	Essential	Application
A Degree in a relevant area or equivalent	Desirable	Application
IT Qualification e.g. CLAIT, ECDL or equivalent	Desirable	Application
Administration qualification	Desirable	Application
Safeguarding and Prevent training (or to be completed within one month of appointment)	Essential	Application
<u>Relevant Experience:</u>		
Previous knowledge of quality assurance	Desirable	Application, Interview
Experience in staff training or development	Desirable	Application, Interview
Knowledge of Higher Education quality procedures including UK Quality Code for Higher Education	Desirable	Application, Interview
Knowledge of HE quality assurance requirements	Desirable	Application, Interview
Knowledge of Careers	Desirable	Application, Interview
Previous experience of administrative systems in education	Desirable	Application, Interview
Previous experience in an administrative role	Essential	Application, Interview
<u>Skills and Knowledge:</u>		
Excellent interpersonal and communication skills	Essential	Application, Interview, References
Excellent organisational skills, and attention to detail	Essential	Application, Interview, References
Excellent level of literacy	Essential	Application, Interview

Excellent IT skills	Essential	Application, Interview
The ability to analyse documents and updates from relevant stakeholders and identify information relevant to the role	Essential	Application, Interview
Ability to produce agendas and take minutes	Essential	Application, Interview
Ability to produce reports and collate data	Essential	Application, Interview
Additional Factors:		
Ability to work on own initiative, take responsibility and drive improvement	Essential	Interview
A flexible approach	Essential	Interview
Ability to work within a small team and adapt to meet the changing needs of the Group	Essential	Interview
Ability to work under pressure to meet deadlines	Essential	Interview
Interest in developing your career and defining a more responsible role as the opportunity arises	Essential	Interview
A commitment to the principles of Equality and Diversity	Essential	Interview
As the Group is a multi-campus site, flexibility and willingness to work across all sites is required	Essential	Interview

Please note that due to the volumes of interest and applications, we are unable to give individual feedback to applicants where they have not been shortlisted and selected for interview.