**JOB TITLE:** Admissions Advisor

**REPORTS TO:** Admissions Manager

**DIRECT REPORTS:** N/A

**JOB DESCRIPTION**

The role of the Admissions Advisor is to handle all aspects of student recruitment, ensuring that enrolment targets for the business are met. This involves responding to initial enquiries, pro-actively managing the student contact database and guiding students through the process from enquiry to enrolment. This will include post-assessment feedback sessions and the initiation of the administrative process of enrolment.

The role also involves some tasks and interaction with the administration team and the education team as prospective students become enrolled students.

Intermittently throughout overtime will be required, during our busiest recruitment months and during clearing. Some evening and weekend work may also be required but will be kept to a minimum.

**PRINCIPAL RESPONSIBILITIES**

* Receiving and processing new enquiries from various sources, e.g. internet, Directories, telephone, post, in person etc.
* Following up enquiries by phone, email, post, etc.
* Providing correct course advice and information about ICMP
* Being able to offer correct and up to date advice and guidance about SLC, UCAS, UKVI, etc. is central to this role.
* Booking student assessments & auditions
* Conducting post audition meetings with students
* Record keeping and information management of all prospective students
* Accurately following correct processes for offer, acceptance and enrolment across the course portfolio
* Keeping up to date with all courses, qualifications, validations, etc.
* Matching applications with course offers and place availability
* Liaising with other departments as and when necessary
* Administrative management of all recruitment activities
* Collection of correct course fees
* Attending and contributing to events where required, including open days, induction, trade shows, etc.
* To promote and safeguard the welfare of children and vulnerable adults that they are responsible for and come into contact with.

Other duties as assigned by the Admissions Manager or Marketing Director as and when required.

**Essential Criteria for Applicants**

* Excellent interpersonal skills and the ability to communicate effectively at all levels
* High level of accuracy in data and an ability to work in a busy office environment
* Computer literate and advanced level of Microsoft Office Skills
* An empathetic and considerate demeanour
* Excellent customer service skills
* Ability to work within a busy team, as a team player.
* An interest in contemporary music