**JOB TITLE:** Admissions Advisor

**REPORTS TO:** Head of Admissions

**SALARY:** Grade 5 (£19,632 - £24,057pa)

**JOB DESCRIPTION**

The Admissions Advisor will be responsible for student recruitment on to all Full time and Part time courses at ICMP. This includes guiding applicants from initial enquiries through to enrolment on to the course.

They will work closely with other members of the Admissions and Marketing team in order to maximize applications and process applications in a timely manner. They will be responsible for giving accurate information about the auditions, courses, finance, accommodation, Tier 4 visas and student life.

They will be proactive in offering support, advice and guidance throughout the application process.

They will work closely with the Admissions Manager to ensure both overall and course targets are met.

**PRINCIPAL RESPONSIBILITIES**

* Responding to course enquiries.
* Booking auditions.
* Greeting applicants at auditions and holding post audition meetings.
* Communicating with auditioning tutors to establish course suitability.
* Sending course offers to applicants (UCAS and direct).
* Ensuring applicants have the necessary student finance information.
* Emailing pdf version on the course specific acceptance brochure as well as sending hardcopies.
* Collating Tier 4 visa documentation when required.
* Communicating with applicants that have not replied to course offers to encourage them to accept.

**Quality Management**

* Work with the Head of Admissions to ensure Tier 4 procedures are adhered to for incoming students.
* Adhere to UCAS deadlines and procedural conditions

**Customer Service**

* Ensure that applicants, enquirers and supporters have a high quality experience when engaging with ICMP.
* Support the wider marketing and recruitment function by attending open days and events where required.
* Assist with the conversion of applicants to students by maintaining strong relationships with potential students throughout their applicant journey.

|  |  |  |  |
| --- | --- | --- | --- |
| **Criterion** | **Essential** | **Desirable** | **Means of testing** |
| Education | Educated to level 3 | An HE qualification | Application form |
| Work Experience | Experience in a customer/student centred roleExperience using standard office packages (Microsoft Outlook, Excel, Word) | Experience of working in the HE or FE sector in a student or applicant focussed roleExperience of sales or lead conversion  | Application form |
| Specific skills or knowledge for the role | The ability to write and communicate professionally to a variety of audiencesThe ability to present or explain difficult & complex information to others  | An understanding of the student or applicant journey in higher educationExperience in contemporary music, either as a performer/musician or within the wider industry | Application form /Test |
| Personal qualities | Good communication skillsAttention to detailCommitment to equality and diversityAble to work effectively with othersPunctual |  | Test |