



Job Description

Version:	V2 February 2020
Role:	Student Enrolment Administrator
Reports to:	Customer Support Manager
Job Purpose:	To aid the business in the successful enrolment of students ensuring a quality service is given from application to submission to ESFA by ensuring the correct process is followed by all involved and offering support when required
Based:	Home-based with some national travel

Key Performance Indicators

KPI.1 – Appointment Creation

1.1 Enrolment Waiting List

- 1.1.1 Check waiting list for updates regarding new applicants added or booked.
- 1.1.2 Add any new applicants to PICs using all available data
- 1.1.3 Maintain waiting list in CSM's absence ensuring all changes saved and checked in every 2 hours
- 1.1.4 Create the enrolment appointments as per KPI 1.2
- 1.1.5 Assist with group enrolments when required by the business

1.2 Skills Tutor Calendar Entries

- 1.2.1 Add the appointment to the Skills Tutor's (ST) calendar using the booking template as soon as possible
- 1.2.2 Include as much detail of site, students, cost and qualifications as possible
- 1.2.3 Use the latest version of the Scheme of Work (SoW) Matrix and add SoW to the calendar appointment.
- 1.2.4 Create Skillsbuilder logins and include details on appointment
- 1.2.5 Set 2 working days reminder for STs that the appointment is due
- 1.2.6 Ensure STs have confirmed appointments and support where necessary
- 1.2.7 Liaise with BDT where booked appointments are unlikely to be successful
- 1.2.8 Check ST calendars daily for outcomes of enrolments and update SER accordingly
- 1.2.9 Email STs to find out enrolment outcomes if no information on calendar appointment



KPI.2 – Data & MIS

- 2.1 Enter students and employers accurately on PICS and record on the SER as directed by Customer Support Manager on the same day as the appointment is booked
- 2.2 Ensure correct FCA form type is selected for each student
- 2.3 Liaise with BDT to ascertain account type and record on SER accordingly
- 2.4 Ensure bookings are allocated to the correct referral source/team
- 2.5 Check FCM daily to ensure all booked are in place and transition forms to FCA when required
- 2.6 Monitor FCM to check enrolment statuses and update SER to reflect this
- 2.7 Change status of rebooked/rejected students on PICS and SER giving reasons for non-enrolment
- 2.8 Ensure SER is kept up to date with daily enrolment progress
- 2.9 Liaise with CSM daily to consolidate enrolment figures
- 2.10 Ensure that General Data Protection Regulations (GDPR) are adhered to with the sending of all information containing personal information of our students, customers, suppliers, Qube colleagues, stakeholders

KPI.3 – Quality Improvement and Compliance

- 3.1 Support the Customer Support Manager to ensure that all enrolled students match the Skills Funding Agency's eligibility criteria
- 3.2 Support the CSM to ensure that all students are signed to the correct qualification with the correct length of programme using the latest LOP guidance
- 3.3 Liaise with field staff and the Data Administration Team to support with the clearing of Errors and Zeros and also give advice, guidance and support to help deal with reoccurring issues
- 3.4 Attend meetings as required and instructed by the CSM
- 3.5 Develop and maintain awareness of compliance requirements through involvement in internal audit, supporting the CSM, HoCE, CEM, OMs and MIS Manager as necessary.
- 3.6 Support Ofsted regulatory framework including self-assessment process.

KPI.4 – Safeguarding/E&D/H&S

- 4.1 Ensure that you are aware of the process to be followed in any Safeguarding issue and who to contact

4.2 Health & Safety

- 4.2.1 Ensure all contractual requirements for Health & Safety are met and appropriately documented
- 4.2.2 Contribute to the Health and Safety Working Group as and when required
- 4.2.3 Ensure the Health and Safety Policy is adhered to at all times and report any concerns to your Health & Safety Specialist
- 4.2.4 Ensure that all aspects of Health & Safety are considered when visiting premises

4.3 Equality & Diversity

- 4.3.1 Ensure the Equality & Diversity Policy is adhered to at all times and report any concerns you may have to your line manager or HR

4.4 Self-Assessment Report (SAR) and Quality Improvement Plan (QIP)

- 4.4.1 Be aware of the company's SAR and QIP and where required ensure any actions asked are carried out



KPI.5 – Operating Profit

5.1 Assist the department to work within the limits of net operating profit

5.2 Promote the Qube offer at all appropriate opportunities and maximise all revenue streams

5.3 Cost Control

- 5.3.1 Manage direct and indirect cost spend including all personal costs in line with the Mileage & Expenses Policy (QP006)
- 5.3.2 Where possible reduce waste and demonstrate cost efficiency savings in line with Qube's Environmental Sustainability Policy (QP025)
- 5.3.3 Ensure all appointments are confirmed before travelling, to ensure minimal waste on fuel consumption and time and productivity
- 5.3.4 Plan journeys effectively to ensure mileage is kept to a minimum and time is maximised
- 5.3.5 Ensure all issued company equipment is adequately used, maintained and cared for in line with your signed IT agreement Form and Qube's Communication Policy
- 5.3.6 Ensure when on third party property all due care is taken to ensure additional costs are not incurred
- 5.3.7 In line with our Mileage & Expenses Policy ensure all costs are authorised through your Line Manager