

The Leicestershire College

Job Description

1. Job Details

Job Title:	Sessional Enrolment Officer
Department:	Recruitment & Marketing
Reporting To:	Student Recruitment Manager
Competency Level:	Business Support 1
Hay Grade:	G2
Salary:	£14.84 per hour
Date of Job Evaluation:	tbc
Date:	February 2026

2. Job Purpose

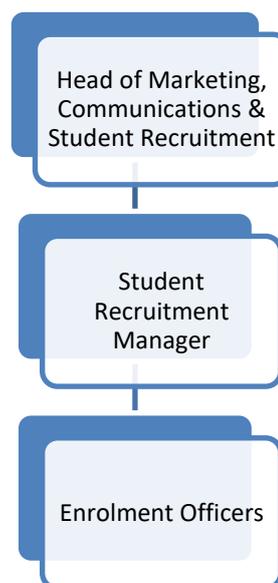
To provide a range of enrolment services to incoming and returning students, using a suite of computerised software systems. Follow set processes and procedures, ensuring compliance with rules and regulations underpins all work activities.

Generally, assist with all processes during the enrolment period. This role is sessional and may require post holders to work at any College campus across the Group, on a rota basis.

3. Dimensions

Not applicable.

4. Organisation chart



Name:	Job Description Template -TLC	Owner:	HR
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5. Diversity and Inclusion

Loughborough College Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of our organisation.

We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

Our FREDIE values are relevant to the whole College community and support the way in which we work and interact with each other.



6. Key Responsibilities

Role specific responsibilities

- Assist in the welcoming and greeting of new students
- Be reliable, flexible and readily available during the busier intake periods
- Enrol students using computerised software system, ensuring that data is accurate
- Check financial information and programme confirmation forms, and input accurately onto the college systems
- Seek to achieve competence in the role and a rigorous understanding of all funding and residency regulations, as well as the Loughborough College enrolment procedures, to enable the efficient and compliant process to be delivered.
- Assist in scanning and checking student enrolment forms
- Be confident and a reassuring presence to potential students in all enrolment locations
- Produce student ID cards
- Input student qualifications with due diligence and attention
- Responsibility for promoting and safeguarding the welfare of children, young people and vulnerable adults that you may be responsible for or come into contact with

- Undertake all training essential to both the college and Enrolment Officer post
- Post holders must confirm the confidentiality and security requirements relating to the enrolment process are known, understood and will be followed at all times
- Assist with other duties as requested

Core Responsibilities

- To promote the College groups vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college group in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College Group and its subsidiaries as the first-choice destination for learners, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

7. Key Result Areas

Action	Result
Successful and attentive data entry input for all records	Ensure that learners are on the right programme of study. A future Proof College. Provide high levels of staff engagement, where staff take responsibility and are accountable
Friendly, welcoming and efficient service provided to all incoming customer	Excellent first impressions lead to a cohesive and successful induction experience. A future Proof College. High levels of staff engagement, where staff take responsibility and are accountable
Adaptable and flexible approach to all tasks required	All demands met at a crucial time for the business and its customers. A future proof College. High levels of staff engagement, where staff take responsibility and are accountable

8. Key Working Relationships and Communications

Internal: All Business/Curriculum support teams including marketing, finance, Careers, HR, MIS and commercial teams. Curriculum teams. Learners and Parents/Guardians.

External: External agencies.

9. Competency Profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
<p>Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team.</p> <p>Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.</p>	<p>Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Identifies problems in own work area, collaborates with others to implement solutions.</p> <p>Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.</p>
Ensuring Financial Sustainability	Self-Awareness
<p>Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.</p>	<p>Manages own health, safety and wellbeing; complies with College policies.</p> <p>Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.</p>
Delivering Excellent Quality	
<p>Understands customer expectations; delivers consistently high-quality service. Enthuses others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge.</p> <p>Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.</p>	

10. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
EXPERIENCE				
2.	Experience of using Microsoft Office applications (e.g. Word, Outlook and Excel)	•		Application/ Interview
3.	Experience of working with customers and handling cash	•		Application/ Interview
4.	Experience of teamwork within a fast-paced environment	•		Application/ Interview
SKILLS & KNOWLEDGE				
5.	Excellent customer service and interpersonal skills	•		Application/ Interview
6.	Excellent attention to detail	•		Application/ Interview
7.	Ability to work accurately under pressure		•	Application/ Interview
8.	Possess good planning and organisational skills	•		Application/ Interview
9.	Be able to work flexibly		•	Application/ Interview
10.	Excellent communication skills, both oral and written	•		Application/ Interview
11.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
12.	Flexibility to be available between the required dates	•		Interview
13.	Highly motivated, with an ability to work with people operating at all levels within the organisation	•		Interview
14.	Committed to providing excellent customer service	•		Interview
15.	Promote the College's equal opportunities policy and practices	•		Interview
16.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, Welcoming Students and Staff onto campus, supporting with open days and promoting a safe environment across the College Group. This is expected of you in the post mentioned above and all other posts within the College Group.
3. This job description and person specification was prepared in February 2026 and may be amended in light of changing circumstances following discussion with the post holder.

11. Job Description Agreement

Job Holder Signature		Date	
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