



THE CREATIVE AND PERFORMING ARTS SCHOOL

JOB DESCRIPTION

ADMISSIONS OFFICER

To provide a responsive and efficient admissions service to prospective students, ensuring that all applicants receive up-to-date, comprehensive, impartial and client-centred initial information and advice. The admissions service provides a range of integrated information, advice and guidance services which support the school's students, potential students and staff throughout their life at the CAPAS.

Main Responsibilities

- Actively support the promotion of CAPAS courses by participating in outreach activities, including visits to schools and colleges, open days, careers events, and other student recruitment initiatives.
- Proactively advise and guide prospective and current students on education and training opportunities at CAPAS, helping them make informed course choices based on their goals and interests.
- Respond promptly and thoroughly to enquiries about CAPAS courses across all communication channels (phone, email, webchat, and in person), ensuring accurate, clear, and helpful information is consistently provided.
- Provide practical advice and assistance with the completion of application forms and enrolment documentation, and, when appropriate, meet with students to offer impartial advice and guidance and assess an applicant's suitability in accordance with entry criteria.
- Support the full application and enrolment process, including maintaining appropriate records, corresponding with applicants, and processing applications and enrolments where applicable.
- Make timely and appropriate referrals to specialist staff within the college or to external agencies as necessary to meet individual applicants' needs.
- Support events and activities such as open days, course introduction meetings, advice and guidance sessions, course promotion and taster events, and offer the full admissions service at events and community venues.
- Work with the Head of Academic Quality and curriculum teams to update knowledge of provision, career progression, student destinations, and the local employment market, and to follow up on student queries or difficulties.
- Stay abreast of changes in policy, expertise or expectations from external agencies relevant to advice and guidance, student experience and career opportunities, and contribute to the ongoing development and improvement of service standards.
- Send out information and respond via all channels within agreed service timescales in support of CAPAS's recruitment activity.

General Responsibilities

- Contribute flexibly and effectively to a range of CAPAS-wide activities, such as duty rotas, enrolment and marketing events, and staff and student activities.

- Participate in team training and development to update skills and knowledge.
- Understand and be committed to CAPAS's Health and Safety Policy and safety priorities.
- Work in accordance with Data Protection laws.
- Demonstrate commitment and enthusiasm to promote equality and diversity in employment and service delivery.
- Be familiar with Safeguarding requirements as outlined in the Safeguarding Policy and comply with its requirements to safeguard young people and vulnerable adults.
- Undertake additional duties or projects as required by the Head of Academic Quality or CEO, following consultation.

Please be aware that the duties and responsibilities outlined above are not exhaustive and may be varied from time to time after consultation with the jobholder.

Qualifications/Education

Essential

- Bachelor's degree in Education, Arts, Business, or a related field; or significant equivalent experience in student admissions.

Desirable

- Master's degree in Arts, Business, Education, or a related field.

Knowledge and Skills

- Excellent communication and interpersonal skills, with the ability to engage a diverse student body.
- Strong organisational, time management, and administrative skills.
- High level of accuracy and attention to detail.
- Ability to work independently and collaboratively as part of a team.
- Good decision-making and problem-solving abilities.
- Proficient in Microsoft Office and familiar with student/admissions databases or systems.
- Discreet and professional in handling confidential or sensitive information.
- Awareness of creative industries and relevant student career pathways.

Experience

- Experience working in student admissions or administration in a further or higher education setting.
- Proven ability to advise and support a diverse range of students, including those from widening participation backgrounds.
- Familiarity with admissions processes, policies, and regulatory compliance in education.
- Experience using student databases and managing application records.
- Understanding of education systems, student mobility, and progression pathways