



**WORK AT  
SHIPLEY  
COLLEGE**

## **Team Leader - Enrolments**

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### **Shipley College - Great people, great place!**

**Hours:** 37 hours per week, full year post

**Salary:** £26,935 to £29,048 per annum FTE

**Closing Date:** Monday 26th January 2026 at 9am *(We may close the advert early if sufficient applications are received. Early application is advised)*

**Interview Date:** To be confirmed

**Start Date:** ASAP (subject to satisfactory pre-employment checks)

### **WELCOME TO SHIPLEY COLLEGE**

Would you like to work with a great team in a beautiful location, in a fast paced and varied role? Do you have the energy to resolve a variety of everyday tasks and challenges whilst providing administration with a very high degree of accuracy?

No two days are the same on the team – one day you could be entering data, the next helping to set up exam rooms and invigilating, liaising with exams boards, or assisting someone who needs a replacement certificate ... the list goes on!

We are looking for someone to support the Registry Manager and assume the role of team leader for the enrolments team. The right candidate will be skilled at supporting and developing others to deliver a high quality, efficient service. Someone who is proactive in completing tasks in a timely manner, possesses excellent communication and interpersonal skills, and is able to establish strong working relationships with all stakeholders.

We ask that you are proficient in using IT tools, have a “can do” attitude and thrive in a fast paced, high pressure environment.

If you are self motivated, very well organised and able to work both independently or as part of our team, then we would love to hear from you!



Benefits we offer include:	We are looking for someone who has:
<ul style="list-style-type: none"> <li>• Pension Schemes</li> <li>• Professional Development opportunities</li> <li>• Access to a free gym on site</li> <li>• Reduced cost train and bus travel*</li> <li>• Access to free onsite car parks</li> <li>• Shopping discounts with discount app</li> <li>• Enhanced Annual Leave</li> </ul> <p>*qualifying period applies</p>	<ul style="list-style-type: none"> <li>• Level 2 (GCSE equivalent) in English/literacy and Maths/numeracy</li> <li>• Proficiency in utilising IT tools and technologies</li> <li>• Excellent customer service and interpersonal skills, friendly and helpful attitude</li> <li>• Ability to organise and prioritise work, meet deadlines, maintain confidentiality, work with accuracy and attention to detail.</li> <li>• Able to act on your own initiative and provide leadership to colleagues</li> </ul>

**How to Apply:** Application forms can be obtained from [www.shipley.ac.uk](http://www.shipley.ac.uk). Completed applications should be submitted to [jobs@shipley.ac.uk](mailto:jobs@shipley.ac.uk).

<p>Employment offers are subject to pre-employment checks, including DBS, references, online checks and the right to work. Shipley College is committed to safeguarding and promoting the welfare of children, young people and adults and expects all staff to share this commitment.</p>	<p>The College is actively committed to a policy of equality of opportunity for all through education and therefore encourages applications from all regardless of age, disability, economic status, gender, race, religion and beliefs or sexual orientation.</p>
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## Job Description

<b>JOB TITLE</b>	Team Leader - Enrolments
<b>RESPONSIBLE TO</b>	Head of Student Administration

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### INTRODUCTION

The following information is provided to assist staff joining the College to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

- Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings therefore may have been used below, in which case all the usual associated routines are naturally included in the job description.
- Staff should not refuse to undertake work which is not specified on this form but they should record any additional duties they are required to perform and these will be taken into account when salaries are reviewed.
- Shipley College is an Equal Opportunities Employer and requires its employees to comply with all current equality policies in terms of equal opportunity for employment.
- Shipley College is committed, where possible, to make any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

### OVERALL PURPOSE OF THE JOB

Student Administration is a central support service that serves to provide high quality administrative systems to facilitate the learner journey from enrolments through to certification.

The primary focus of the post is to manage a team, providing a high quality front of house service and administration of the enrolment process and central storage of learners' academic records for the College

A key element of the role is to provide broad information and to work with staff across the College in supporting the delivery of an outstanding learner experience. A good understanding of all aspects of the enrolment process, learners' academic records, as well as the use of Management Information Systems and the ability to communicate this information effectively to a range of audiences, will be essential.

### DUTIES AND RESPONSIBILITIES

- To lead the enrolment & reception team, supporting their personal development and guiding and motivating them to meet the departmental goals
- To oversee the enrolment & reception team, allocating workloads and tasks to ensure the enrolment process runs smoothly from enquiry to the first day of the course

- To train and update team members on system and keep them informed of system & funding changes
  - To ensure all enrolments including 16-18, 19+ and apprenticeships are processed efficiently and accurately
  - To work with the Department Heads to ensure that all enquiry processes are being followed and to highlight any potential issues
  - To fully understand the funding rules, specific to the qualifications we offer
  - To assist MIS with data validation for the Individual Learner Records (ILR) and the collection of data and evidence for Audit
  - To monitor & manage external booking and payment systems
  - To oversee department trackers (both internal & external to dept)
  - To create and amend relevant temporary registers and forms, liaising with HoDs to ensure content is correct and up to date
  - To ensure that the visitor system in Reception is compliant with our safeguarding policy
  - To monitor and continuously improve processes to ensure student and stakeholder expectations are met
  - Schedule and manage offsite enrolments
  - To order and restock relevant office equipment
  - To agree and report KPIs to HoDs and senior management
  - To participate as a member of the wider Student Administration team, supporting the Exams & Placement teams if necessary
  - To occasionally work outside of normal working hours to assist with enrolments at open days and during late opening hours
- **GENERAL**
    - To demonstrate a positive commitment to the implementation of the College's Equality Diversity and Inclusion Policy and the maintenance of a culture of continuous quality improvement, assurance and innovation.
    - To be responsible for safeguarding and promoting the welfare of young learners and vulnerable adults, the post-holder is responsible for or comes into contact with.
    - To undertake mandatory training and staff development/CPD training as required by the nature of this post and the range of duties described within this job description.
    - To use IT as designated appropriate to the nature of the role.
    - To act in accordance with the College's expectations as set out in the Staff Code of Conduct and contract of employment.
    - To undertake such other duties commensurate with the grade of the post as may reasonably be required.

## PERSON SPECIFICATION

### ESSENTIAL CRITERIA

*In your supporting statement please ensure you reference every point in this category. Applications which do not address each point in the essential criteria will not be progressed to interview. **If you do not meet all of the essential criteria, please do not progress with your application.***

Level 2 in literacy and numeracy or equivalent. <b>You must be able to show the original certificates at the interview.</b>
Competence in the use of a range of IT skills
Excellent customer service skills, including effective and professional telephone and face to face communication within an appropriate context
Ability to communicate effectively through written, oral and electronic methods to develop good working relationships with all stakeholders within Shipley College and the wider community

### HIGHLY DESIRABLE CRITERIA

*These points are scored the same as the essential criteria. In order to score highly, we strongly recommend that you reference every point in this category where possible.*

Experience of motivating and leading a team to deliver a high quality service
Experience working in a fast paced or high pressure environment
Able to work flexible hours when required to meet the needs of the business
Effective organisational and administrative skills with high levels of accuracy and attention to detail
Ability to prioritise, self-manage and cope well with a demanding workload

### DESIRABLE CRITERIA

*In order to score highly, we strongly recommend that you reference every point in this category where possible.*

Experience of using a learner management information system
Previous experience of working in further education environment
Some experience with apprenticeships and knowledge of T-levels
Clean driving licence and access to a vehicle for work purposes

Knowledge and experience of Equality, Diversity & Inclusion
Knowledge or experience of Safeguarding
Knowledge of the PREVENT agenda

## Message from the Principal



Shipley College is a wonderful place to start (or to continue) your career and we are delighted that you are considering completing an application for a post with us.

Shipley College is a small, friendly place that really cares about every person that comes through the door and we pride ourselves on giving every student the individual

support they deserve.

Situated in the UNESCO World Heritage Site of Saltaire, it is a great place to study and easy to get to by bus, train and car.

Our practical, vocational and work-related courses include Apprenticeships, full-time and part-time courses across a range of Departments. I am delighted that our Student Survey results and employer feedback continue to be extremely positive as we provide a fantastic learning environment for all our students.

We have a fabulous team of colleagues who give up an extraordinary amount of time to support their students and their fellow members of staff. The dedication and attention to quality they exhibit is what makes our College so successful. I am proud of the commitment and hard work of all the college's staff, students and governors and pleased that this has been recognised by Ofsted in our latest inspection.

If you meet the criteria of the post advertised and feel that you would enjoy working here, we hope you will make an application to join us.

**Diana Bird**  
**Principal**

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## Shipley College Mission Statement

**To be a beacon of opportunity, transforming lives through learning.**

### OUR CORE VALUES - THRIVE!

**Transformational:** We champion lifelong learning, leading by example and fostering a culture of growth for all.

**Heritage:** We value our history and invest in our future.

**Relationships:** We build strong partnerships and work together to achieve shared goals

**Inclusion:** We foster a welcoming, caring and equitable environment for you.

**Vision:** We inspire and support the pursuit of personal and professional ambitions, responding to a rapidly changing world.

**Excellence:** We are dedicated to delivering exceptional education and achieving outstanding outcomes.

**98% of students agree that the College is a safe place to learn.**

**96% of students agree that College staff are friendly and helpful.**

