

## JOB DESCRIPTION

### Sales Enrolment Officer



**Department:** Sales Team

**Responsible to:** Sales Operations Manager

**Accountable to:** Managing Director

**Location:** Remote

**Salary:** £18,590 - £20,230

**Hours:** 37.5 Hours

### About North Wales Training

For over 30 years North Wales Training has been supporting the people of North Wales with career and development opportunities and has raised the prospects of thousands of people and businesses on its own and in partnership with its umbrella organisation Grŵp Llandrillo Menai (GLIM), always keeping step with the times.

It draws on its rich heritage and wealth of experience to offer a comprehensive range of high-quality innovative programmes, training, and job opportunities.

We are delighted to be able offer an of employment opportunities for those who want to work within a fast-paced environment and make a difference to peoples' lives through assisting unemployed individuals back into relevant and sustainable employment.

### Job Summary

As the Sales Enrolment Officer, you will be responsible for the recruitment and enrolment of learner applications onto our programmes. You will be an advocate of the North Wales Training/COPA Apprenticeships and get involved with the marketing and recruitment of new learners.

### The Role

Support applicants in their journey from recruitment to enrolment.

Respond to routine enquiries from staff and learners about our apprenticeship programmes.

Ensure applicants have the resources and information necessary to complete enrolment process in full.

Act as a primary point of contact for recruitment partners across North Wales and England and supporting their timely access to apprenticeship information, recruitment materials, course details, etc.

Maintain accurate and complete applicant records, forms and paperwork and ensure that all applicant information is readily accessible.

Support the implementation of recruitment activities of the North Wales Training to help with further admissions of new learners.

Engage in direct recruitment activities in and around the North Wales area including jobs fairs, education fairs and professional networking events.

Producing reports on enrolment matters as and when required.

Take responsibility for, and be held accountable for the security, condition, and the upkeep of your working environment including public areas, classrooms, workshops, and all equipment used in the course of your employment.

Ensure the integrity, security and confidentiality of information used as part of your role and prevent access to it by unauthorised persons by both internal and external means.

Manage and record your own professional development in line with the Company's Business Plan and Staff Development Plan.

Promote Equal Opportunities in line with Equal Opportunities Policy.

Ensure that all matters relating to Health and Safety are carried out in line with Company Policy and current legislation.

Assist in the Self-Assessment process and the achievement of the resulting action plans within your role as Sales Enrolment Officer.

As appropriate to your role you will work to the Common Inspection Framework, ISO: 9001:2015, Investors in People, ISO 27001 and other quality standards as required by the company and its partners.

Undertake other duties as deemed appropriate at the discretion of the business.

### **Person Specification**

This position requires a person willing and able to take full responsibility for the tasks they undertake.

The person will need a strong background in administration with demonstrable experience in a range of disciplines.

### **Essential**

- Good communication and interpersonal skills, including excellent written and spoken English

- Good working knowledge of IT systems including Database, Spreadsheets and Word Processing
- An eye for detail and compliance
- The ability to prioritise and organise workload
- Be able to work independently and as part of a team
- Be able to use own initiative appropriately and be aware of when it is appropriate to seek guidance
- Administration/Customer Service NVQ Level 2/3
- Relevant IT qualifications to Level 2 or above

### Desirable

- Knowledge of MAYTAS

### Benefits

- Holidays: 25 days holiday plus bank holidays in your first year of service, increasing to 28 days
- A four-week Induction and Training programme
- Pension Scheme – contribution of 5%
- Enhanced Maternity and Paternity pay following completion of the probationary period
- Laptop and mobile phone to allow remote agile working

### Equality & Diversity

North Wales Training is committed to applying equal opportunities at all stages of recruitment and selection, in line with its Equality, Diversity and Inclusion policy in addition to our duty under the Equality Act 2010 to have due regard to the need to eliminate discrimination; to advance equality of opportunity.

North Wales Training is a Disability Confident Leader employer and as such, any candidate with a disability will not be excluded unless the candidate is unable to perform a duty intrinsic to the role, having considered reasonable adjustments. Reasonable adjustments to the recruitment process will be made to ensure that no applicant is disadvantaged because of their disability.