Admissions and Enrolment Officer

Job Title

Admissions and Enrolment Officer

Reports To

Head of Admissions and Enrolment (or nominated senior leader)

Location

Remote

Hours

Full-Time Term Time (37.5 hours, 41 weeks per year)

Salary

FTE Salary £41,050 (Actual Salary: £32,366 pa)

Job Purpose

The Admissions and Enrolment Officer plays a key role in delivering a high-quality, responsive and person-centred admissions service across Pinc Education Group.

The postholder will coordinate all aspects of the learner admissions journey, ensuring prospective learners, families, Local Authorities and partner agencies receive a professional, timely and supportive experience from initial enquiry through to enrolment.

Working closely with campus operational teams, the Admissions and Enrolment Officer will ensure admissions processes are compliant, efficient and aligned with the needs of learners across the group. The role contributes to successful learner transitions, sustainable placement growth and the delivery of outstanding learner outcomes.

Key Responsibilities

Admissions and Enquiry Management

- Act as the first point of contact for admissions enquiries from Local Authorities, families, schools and other stakeholders.
- Coordinate the end-to-end admissions process from enquiry through to enrolment.
- Ensure all admissions activity is completed within agreed timescales and service standards.
- Maintain accurate admissions records using relevant systems and databases.
- Monitor admissions pipelines and ensure all stages of the process are effectively tracked.
- Support the achievement of enrolment targets through efficient management of applications and consultations.

Consultation and Assessment Coordination

- Coordinate Local Authority consultation requests and placement enquiries.
- Track and monitor consultation responses to ensure statutory and local deadlines are met.
- Arrange assessments, visits, transition activities and placement discussions.
- Collate information required to support placement decisions and consultation responses.
- Liaise with educational, health and social care professionals as required.
- Ensure recommendations are evidence-informed and reflect the organisation's ability to meet individual learner needs.

EHCP and SEND Processes

- Support admissions activity relating to learners with Education, Health and Care Plans (EHCPs).
- Review and collate documentation including EHCPs, professional reports and supporting evidence.
- Maintain accurate learner records in line with SEND and funding requirements.

- Work collaboratively with Local Authority SEND teams throughout the consultation and placement process.
- Support transition planning activities to ensure learners are prepared for a successful start at college.

Enrolment and Transition

- Coordinate learner enrolment processes and associated documentation.
- Ensure all learner records are complete prior to enrolment.
- Support learners and families throughout transition arrangements.
- Work alongside curriculum teams to ensure effective information sharing before learners commence programmes.
- Contribute to positive learner and family experiences during transition into provision.

Data, Compliance and Reporting

- Maintain accurate admissions data and documentation in line with internal procedures.
- Ensure compliance with funding, audit and regulatory requirements.
- Produce admissions reports and performance data as required.
- Monitor enquiry, consultation, application and enrolment conversion rates.
- Identify trends, risks and opportunities to support service improvement.
- Ensure records are maintained in accordance with GDPR and organisational policies.

Partnership Working

- Develop positive working relationships with Local Authorities, schools, families and external professionals.
- Represent Pinc Education Group professionally in all communications and meetings.

- Promote the organisation's values and commitment to inclusive education.
- Support effective partnership working to secure positive outcomes for learners.

Safeguarding

- Safeguarding and promoting the welfare of children, young people and vulnerable adults is everyone's responsibility.
- Ensure any safeguarding concerns identified during the admissions process are recorded and reported in line with organisational procedures.
- Maintain appropriate confidentiality while ensuring information is shared where necessary to safeguard learners.
- Participate in safeguarding training and adhere to all safeguarding policies and procedures.

General Responsibilities

- Promote equality, diversity and inclusion in all aspects of the role.
- Support a trauma-informed and learner-centred approach across all interactions.
- Demonstrate commitment to Pinc's values of People, Partnerships and Potential.
- Participate in training, development and appraisal activities.
- Undertake other duties commensurate with the grade and nature of the post.

Person Specification

Category	Criteria	Assessment
Essential Qualifications	**• GCSE English and Mathematics (Grade C/4 or above) or equivalent.** **• Relevant administration, business support or customer service qualification, or equivalent professional experience.**	**Application** **Interview**
Essential Experience	**• Experience within an admissions, enrolment, administration or customer-facing role.** **• Experience managing sensitive and confidential information.** **• Experience coordinating multiple processes simultaneously and meeting deadlines.** **• Experience of maintaining accurate electronic records and databases.** **• Experience working collaboratively with internal and external stakeholders.**	**Application** **Interview**
Desirable Experience	**• Experience within education, SEND, social care or health services.**	**Application** **Interview**

	• Experience working with Local Authorities. • Experience supporting learners with Education, Health and Care Plans (EHCPs). • Experience of specialist post-16 education settings. • Experience of admissions, consultation or placement processes within SEND provision.	
Knowledge & Understanding (Essential)	• Understanding of effective customer service principles. • Understanding of confidentiality, GDPR and data protection requirements. • Understanding of inclusive practice, equality and diversity principles. • Awareness of the needs of learners with additional needs and disabilities. • Understanding of professional boundaries and safeguarding responsibilities.	Interview
Knowledge & Understanding (Desirable)	• Knowledge of SEND legislation and EHCP processes. • Knowledge of Local Authority consultation and commissioning procedures. • Knowledge of DfE High Needs Funding arrangements and post-16 funding processes. • Understanding of Preparation for Adulthood outcomes and supported transitions. • Awareness of specialist post-16 education provision and pathways.	Interview

Skills & Competencies	**• Excellent communication and interpersonal skills.** **• Strong organisational and time management skills.** **• Ability to prioritise competing demands effectively.** **• Highly accurate record keeping and attention to detail.** **• Strong IT skills, including Microsoft Office 365 applications and database systems.** **• Ability to build effective professional relationships with families, professionals and external agencies.** **• Solution-focused and proactive approach to work.** **• Ability to manage sensitive conversations with professionalism, empathy and discretion.** **• Ability to work independently and collaboratively within a multidisciplinary team.** **• Commitment to delivering an outstanding stakeholder experience.**	**Application** **Interview**

Key Relationships

Internal

- Head of Programmes
- Assistant Heads of Programmes
- Curriculum Teams
- SEND Team
- Safeguarding Team
- Business Support Teams

- Senior Leadership Team

External

- Local Authority SEND Teams
- Parents and Carers
- Schools and Colleges
- Health Professionals
- Social Care Professionals
- External Agencies and Referral Partners

Why Join Pinc Education Group?

At Pinc Education Group, we are committed to creating pathways to success for young people with additional needs. We believe in the power of education to unlock potential and transform lives. Our people are at the heart of everything we do, and we are looking for individuals who share our commitment to delivering exceptional learner experiences through collaboration, innovation and compassion.

This version aligns more closely with the modern Pinc structure, places greater emphasis on EHCPs, consultations, transitions and Local Authority relationships, and feels consistent with the Job Descriptions you've been developing for Heads of Programmes, Assistant Heads of Programmes and specialist support teams.