

JOB DESCRIPTION

Job Title:	Enrolment Manager	Location:	Across all sites (with option of home working)
Department:	Operations		
Reports to:	Head of Operations		
Organisation Overview			
<p>Upward Mobility is a registered Scottish charity working in Edinburgh and the Lothian's providing innovative, educational workshops and personalised support for people with learning and other complex disabilities.</p> <p>Our goal is to promote the self-confidence and social welfare of our students through assistance to engage with meaningful and progressive educational activities, aiding their development of practical, social and life skills and their ability and confidence to participate more fully in society.</p>			
JOB PURPOSE:	<p>To act as an ambassador and promote Upmo services to external partners, parents and/or family members. To play a key role within the Operations team to ensure students and families are supported during their journey with Upmo, from initial contact and enrolment to progression and onboarding into services.</p>		
KEY RESPONSIBILITIES:	<p>Provide a direct interface with external partners, parents and families to promote Upmo services, including delivery of school workshops and public engagement events</p> <ul style="list-style-type: none"> • Preparation of developmental activities and presentational material used in promoting Upmo • Oversee the student journey in Upmo, from the initial contact and enrolment process • Work alongside others to gather information needed for enrolment using internal digital systems in place • Ensure all administrative aspects of enrolment and student engagement are completed • Project Manage related developments as directed by Head of Operations • Contribute to and carry out effective evaluation of student journeys and pathways in Upmo, including initial review • Maintain accurate and timeous project records, using any databases or other IT systems and programmes which are used within Upmo • Maintain an accurate and reflexive waiting list • Provide relevant reporting to SLT and Board 		

EXPERIENCE:	<ul style="list-style-type: none"> • Working in service delivery or planning within either a social care, health or educational setting • Supporting people in transition from school to adult services • Working with allied professionals involved in the delivery of education, health and/or support services to disabled people • Management of staff and/or services in an educational, health or social care setting • Working as part of a team, as well as experience working on their own initiative and autonomously • Effective working use of IT systems and databases (including excel) • Report writing
DESIRABLE EXPERIENCE:	<ul style="list-style-type: none"> • Presentation or public speaking
SKILLS:	<ul style="list-style-type: none"> • Excellent interpersonal skills • Able to make presentations and speak in public • Ability to manage and plan projects • Ability to work alongside people with a range of needs, and a sound understanding of the needs of people with disabilities • Exceptional organisational ability • Team player • Ability to work autonomously when required • Flexible and adaptable approach • Able to demonstrate a working knowledge of IT software - Microsoft Teams, Word, Excel and Powerpoint. • Able to adapt to the requirements of using Digital Technology throughout the workplace and competence using IT systems and software including digital client records • Able to drive, current driving licence
QUALIFICATIONS:	<p>Good educational attainment including minimum of 3 Highers (or equivalent) including a core subject which demonstrates numeracy and literacy skill (Maths or English).</p> <p>Relevant further education relevant to health & social care (awards such as HNC in social care, SVQ3 or management training will be considered).</p>
GENERAL INFORMATION:	<p>The post will be reviewed in regular supervision meetings and is subject to a 6month probationary period.</p> <p>All staff in Upmo must ensure confidentiality is maintained at all times.</p> <p>Expectation is all staff work in accordance with the ethos of the organisation, and that they follow current policies and procedures.</p>

Job Holder's Signature	
Dated:	
Manager's Signature:	
Dated:	