

## **JOB DESCRIPTION**

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| <b>JOB TITLE:</b>     | Admissions Coordinator   |
| <b>REPORTS TO:</b>    | Headmaster (HM)  |
| <b>HOURS OF WORK:</b> | Standard working hours are 35 hours per week (9am – 5pm) Monday to Friday.<br><br>This is a full year, 52 week role (with holiday allowance).<br><br>As this is a client facing role, the hours of work will be necessarily determined by the requirements of the position. It is to be expected that some Saturday mornings and occasional evening work may be required (information events, functions etc.). |
| <b>SALARY:</b>        | Band 3/Spine B (dependent on experience)<br>£22,300 - £24,000  |

### **JOB PURPOSE:**

The role of the Admissions Coordinator is vital in ensuring that the process by which children join Aldenham is as effective as possible. You will have day to day contact with all those hoping to join the School, including prospective parents, pupils and the Schools from which they come. You will manage and coordinate all contact between potential parents and the School from the time of first enquiry to the date of admission. You will also work closely with other areas and staff of the Foundation, such as the marketing department and the Housemasters/Housemistresses, and be the point of contact for our overseas agents.

### **MAIN RESPONSIBILITIES:**

1. The understanding and communication of the admissions process:
  - The explanation of the admissions process to those making enquiries to the School
  - Liaison with parents and pupils visiting the school. This involves telephone, written and emailed communication with such families.
  - Liaison with the marketing department regarding the data collection and organisation of open days
  - Ensuring that your knowledge of the School, its operation, its curriculum, and its procedures is as good and current as possible
  - Reporting to the HM on a daily basis to keep him apprised of matters relating to the admissions process
  
2. The effective administration of the admissions process:
  - The organisation and administration of the admissions process, including managing the admissions related sections of our Customer Relationship Management (CRM) and Management Information System (MIS) databases and liaison with all involved with prospective families.
  - Responding to enquiries and supplying information about the School in the appropriate manner

- The ability to confidently answer questions about the process either electronically, face to face, or by telephone
  - Monitoring closely the progression of prospective families through the admissions process; requesting and checking references, certificates, reports and safeguarding information.
  - Communication of gathered data regarding effective channels for generating prospective pupils with the marketing department.
  - The communication of information regarding places being offered or pupils being rejected for entry
  - Supporting as appropriate, admissions to the School other than the principal points of entry
  - Updating the HM on a weekly basis of information about the progress of the admissions process for the following and future years
  - Completing and submitting CAS forms in a timely fashion and ensuring that the Register of Overseas Pupils is kept up to date
  - Ensuring adequate supply of CAS forms are available on the SMS website
  - Ensuring that copies of Passports, Visas, BRP's etc. are securely stored
  - When a pupil leaves, notifying relevant parties (External/Internal) immediately
3. The organisation of the process by which prospective pupils are assessed for entry to the School:
- Planning for formal assessment days and ensuring that these days run effectively for all concerned
  - Making arrangements for less formal assessment to take place as and when required
  - Liaison with overseas agents to ensure that prospective overseas pupils are tested and screened appropriately for entry to the School
  - The organisation and presentation of data generated by such assessments for consideration by the HM
4. Contribute to the positive marketing of the School through the admissions office and its activities:
- Developing good working relationships with the schools from which pupils are joining Aldenham. This will include the day to day contact about the admissions process, but will also include visits to those schools, when required, on either a formal (open evening) or informal basis
  - Recognising the importance of maintaining the most professional standards regarding the communication that takes place between the School and prospective parents at every stage of the process and working to maximise its effectiveness
  - Working with the Headmaster's secretary in organising the tours for prospective parents around the School, and sometimes being required to carry out that role personally
  - Developing good working relationships with those agents (including Overseas Agents) who have contact with the School.
  - Attending some events which take place outside the normal working day including Open Mornings, Sixth Form Evening, the Boarding Open Evening, and New Pupil Induction Events
  - In order to ensure that all of the above works well holding a weekly meeting with the marketing manager

5. The analysis and review of the process to ensure that the admissions office is as effective as possible:
  - To provide for the HM an annual review of the admissions process.
  - To look at models followed by other Schools and to brief the HM accordingly on possible developments
  - To offer personal insight on the processes and procedures as may be appropriate

The duties and responsibilities outlined above are not exhaustive and may be varied from time to time after consultation with the post holder.

### **Other Duties**

1. Covering for Headmaster's Secretary/Reception area during sickness and holidays, etc.

### **PERSON SPECIFICATION:**

#### Essential:

- Excellent communication and interpersonal skills
- The ability to be suitably tactful and diplomatic whilst maintaining appropriate levels of confidentiality
- Excellent IT skills: Word, Excel, Outlook and the ability to learn new systems with training, but also self-direction
- Experience in using databases/management information systems
- Attention to detail
- Team Player
- Good organisational skills and ability to manage time effectively
- Ability to use initiative and work independently
- Must be fully supportive of the School Mission and Aims
- Ability to foster good long term relationships with parents, staff, feeder schools and agents

#### Desirable:

- An understanding of the Independent Schools sector
- Experience of working in a similar customer service or sales and marketing focused role
- Experience in using CRM software.

#### Benefits:

- Generous holiday
- Group Personal Pension Scheme
- Free lunch during term time
- Free parking
- Death in Service Benefit