**Job Description.**

**Job Title**: Admissions Officer

**Responsible to**: Registrar

**Responsible for**: N/A

**Hours of Work:** Monday to Friday 08.30am to 5.00pm
(37.5 hours per week with a daily one hour unpaid lunch break).

**Job Purpose:**The principle role of the Admissions Officer is to provide first class customer service and administrative support, enabling effective student recruitment in order to meet the School’s student recruitment targets. This is an ambassadorial role and the Admissions Officer will be an advocate for the School and for its curriculum, managing, projecting and protecting the School’s reputation locally and further afield.

The Admissions Officer will have the highest level of interpersonal skills and be able to cope comfortably with international and local families from a wide range of professional and social backgrounds. The post-holder will assist the Registrar in managing and leading the application process for pre-registered and registered parents prior to admission.

In addition, the Admissions Officer will be required to work cross functionally, assisting Marketing and Alumni Relations depending on the prioritization of tasks as determined by school needs.

**The main areas of responsibility are:**

**Student Recruitment; initial interest to registration and then admission.**

* Act as an ambassador for St Leonards School, handling all enquiries with a first class professional manner to support the ethos of the School.
* Respond to enquiries from prospective families/agents in a timely manner, sending school information, including prospectuses, on request.
* Guide families to the best sources of information e.g. internal contacts, local area information etc.
* Arrange school/house visits/skype interviews for families and prospective students, organizing and leading tours of the School, when required.
* Liaise with Housemasters/Housemistresses/Heads of Year to provide suitable student tour guides, ideally with matching interests, as required.
* Follow-up visits and initial contacts with calls or e-mails to families/agents, as required.
* Assist in the organization and administration of entrance tests.
* Build strong and productive relationships with key agents, individuals and organizations, identifying and following up potentially productive new recruitment contacts.
* Maintain a working knowledge of Tier 4 regulations and keep up-to-date with any changes as they occur.

**Administration and knowledge-sharing:**

* Act as the main point of contact and provide detailed advice on entry requirements, procedures and other general information by telephone, e-mail and letter.
* Ensure accurate entry and maintenance of student and potential student records with due regard for Data Protection regulations.
* Assist with the preparation for local and international marketing and student recruitment events, including shipping information and documentation.
* Record, liaise with colleagues and follow up any enquiries or leads which result from student recruitment events or overseas trips.
* Process registrations and send out receipts in liaison with Accounts department.
* Act as a Level 2 user for the Tier 4 administration database and process CAS requests only in the absence of the Registrar and with prior permission granted.
* Ensure the smooth running of the Admissions Office by maintaining supplies of stationery, prospectuses etc.
* Maintain appropriate records and issue supporting letters for student travel including their trips home.

**Events and Communication:**

* Assist with the arrangements and preparation for Open Mornings and, on the day, provide excellent customer service and follow-up to all those attending, to include tours of the School.
* Assist with other recruitment and marketing/alumni events, depending on task prioritization.
* Communicate events to prospective and registered interest, including assembling offer packs to ensure smooth and seamless transition to full admission.
* Ensure all communication (email; print; pdf etc.) is branded and formatted consistently and appropriately according to School guidelines and as advised by the Marketing Manager.

**National and School Standards:**

* Develop a strong understanding of the IB Diploma, MYP and PYP programs in order to provide information to prospective students, families and agents. Maintain an awareness of UK and international education systems, by way of comparison.
* Demonstrate knowledge of and uphold and support all of the School’s policies and the School’s Development Plans.
* Contribute to the ethos of the School, for example, by promoting positive relationships among staff, parents and children.
* Demonstrate a sound knowledge and comply with Health and Safety guidelines and procedures.
* Demonstrate an understanding of the way roles and responsibilities are shared among staff and how to obtain help from staff within the School, including those with responsibility for the curriculum, guidance, learning support and staff development.

***This is not intended to be an exhaustive list of responsibilities and duties. It is expected that the post-holder will participate in other reasonable activities which may be required to meet the needs of the School or for better fulfilment of the role.***

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
| Education, Training and Qualifications | * Educated to A Level/SQA Higher Level or equivalent in Maths and English.
 | * Under-graduate degree in a relevant subject such as Communications or Marketing.
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| Knowledge & Experience | * Extensive experience of working in a customer service role.
* Practical experience of working in an office environment.
* Knowledge of the IB Diploma, MYP and PYP programs.
* Experience of working with a number of stakeholders including overseas organisations.
* Proven track record of setting up and running a range of administrative processes.
 | * Experience of working in an admissions department of an Independent School.
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| Skills | * Good IT and database skills, ensuring accurate entry of information.
* Proficient user of Microsoft Office packages.
* Excellent customer service skills, willing to go above and beyond whilst representing the School.
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| General/Other | * A systematic and thorough approach to work with meticulous attention to detail.
* Methodical, reliable and highly organised, able to work to tight deadlines.
* Ability to work independently and multi-task.
* Reliable, flexible and willing with a ‘can do’ attitude.
* Excellent standard of written and spoken English and a pleasant telephone manner.
* Ability to use imagination to problem solve.
* Highly professional manner and appearance.
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