

# JOB DESCRIPTION

## Admissions Assistant



DEPARTMENT	Admissions
REPORTS TO	Admissions Manager
RESPONSIBLE FOR	N/A
WORKING PATTERN	Full time, all year round (9am – 5pm)
ISSUE/REVISION DATE	June 2025

## BACKGROUND

Harrow School is one of the world's most famous schools. Founded in 1572 by a local yeoman farmer, John Lyon, under a Royal Charter granted by Queen Elizabeth I, it is located on a 324-acre estate encompassing much of Harrow on the Hill in north-west London. Around 840 boys aged 13 to 18, who come from all over Britain and across the world, live in the School's 12 boarding Houses, and there are about 120 teaching staff and over 500 non-teaching staff.

The Admissions Office is the gateway to the School. The Admissions team works with a wide range of parents, boys, prep schools and junior schools to identify and guide prospective boys and their parents from initial enquiry, through testing, to an offer being made and accepted.

The Admission/Registry team is responsible for initial registration and deposit processes, testing, making offers to successful boys and enrolling them onto the School's pupil database (iSAMS) as a final step.

The enrolment experience of every family, from initial enquiry, through application, testing, selection and ultimately to being offered a place is central to the work of the Admissions department, who strive to ensure that every step of the process is clear, consistent, customer focused and well managed.

## THE ROLE

To assist and support the wider admissions team.

## KEY RESPONSIBILITIES AND DUTIES

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This job description reflects the core activities of the role and is subject to change as the department and the post-holder develop. The School expects that the post-holder will recognise this and will adopt a flexible approach to work. In addition, the post-holder will be expected to undertake such other duties within the scope of the role as may be required by the Registrar, Deputy Registrar, Assistant Registrar and Admissions Manager.

### GENERAL ADMINISTRATION

- Provide a range of administrative and clerical support within the Admissions office.
- Contribute to the day-to-day reception function provided by the Admissions team, ensuring that parents and prospective parents are greeted, offered refreshments when appropriate, and experience the highest quality of customer service every time they contact the department.
- Assist with all testing processes required by the School, including invigilating candidates upon request.
- Answer the telephone, take and pass on messages, and respond to email enquiries where necessary.
- Be familiar with the structure of the School and its personnel so that as much information and assistance as possible can be given to callers, both on the telephone and in person.
- Send out prospectuses and other marketing materials as requested.
- Acknowledge and process Year 9 and Year 12 applications from parents and schools as requested.
- Assist in the processing of acceptances.
- Assist in the chasing of registration and entry deposit payments where necessary.
- Assist with requesting documentation from prospective parents and schools where necessary.
- Assist with Open Mornings and other event preparation as requested.

### DATABASE MAINTENANCE

- Enter and update applicant records on the database as requested.
- Ensure all records are maintained accurately and within the required format.
- Provide information and reports as requested.

### OTHER

- Have a working knowledge and understanding of other roles within the Admissions team in order to be able to provide cover during peak times, holidays and absences, and to be freely willing to give of their assistance when they can or are requested to.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection policies and procedures at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to his/her line manager or the School's Safeguarding Lead.

This position is subject to an enhanced check with the Disclosure and Barring Service in the event of a successful application. Copies of the School's Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the HR Team. It is an offence to apply for the role if the applicant is barred from engaging in regulated activity relevant to children.

## PERSON SPECIFICATION – Admissions Assistant

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### QUALIFICATIONS, EDUCATION AND TRAINING

#### ESSENTIAL

- A good general level of education.

### KNOWLEDGE AND EXPERIENCE

#### ESSENTIAL

- Experience in a similar position within a busy reception or customer service environment.
- Excellent general office administration experience.
- Confident with the use of all of the applications within the Microsoft Office 365 package; Word, Excel, MS Forms, PowerPoint, OneNote, Teams and Outlook.
- An ability to learn quickly and demonstrate flexibility in the use of IT systems.

#### DESIRABLE

- Knowledge of the independent school sector.
- Experience within the admissions department of an education establishment.
- Working knowledge of switchboard systems.
- High level of IT proficiency including substantial use of databases, mail merging and basic Excel calculations.
- Experience using the School Management Information System, iSAMS.

### SKILLS AND ABILITIES

#### ESSENTIAL

- Ability to deal confidently with enquiries from prospective parents, current parents, staff and general enquirers.
- The ability to think and work quickly, calmly and politely whilst under pressure.
- Excellent written communications skills, good command of grammar, and the ability to draft correspondence.
- Excellent time management skills and the ability to prioritise workload.
- Able to deal professionally with a variety of individuals.
- Ability to work collaboratively and supportively as part of a team.
- Excellent attention to detail.
- Able to 'multi-task'.
- The ability to work independently and demonstrate initiative.

### PERSONAL ATTRIBUTES

#### ESSENTIAL

- A pleasant, friendly and approachable personality.
- Conscientious, and can be relied on to complete tasks to a high standard.
- Systematic and logical.
- Willing and flexible to provide support in different areas when needed.
- An empathetic and friendly approach to staff, students and applicants.
- Takes pride in and responsibility for the work done.
- Strict adherence to rules of confidentiality, data protection and equality and diversity.
- Enthusiasm, willingness and flexibility.
- Proactive with a can-do attitude.
- A team player who will jump in and assist members of the team when needed.

## SCHOOL VALUES AND BEHAVIOURS

All staff are expected to conduct themselves in line with the School's values, which are **Courage, Honour, Humility** and **Fellowship**. While the School's values set out what matters most to us, the behaviours below are intended as a shared set of expectations to refer to, and standards to aspire to, in our dealings with others. They are the practical application of our values.

### COURAGE

- We remain optimistic and purposeful in a disrupted world.
- We take responsibility for our decisions, even the hard ones.
- We always challenge our own poor behaviour and that of others.
- We are open to new ideas, and seek fresh challenges.

### HONOUR

- We keep our promises.
- We act with integrity – doing the right thing, even when it is difficult or when no one is watching.
- We respect and value our traditions while setting them in the context of today.

### HUMILITY

- We work hard to serve others in the School and across our wider communities, where possible putting their interests before our own.
- We give and seek honest and appropriate feedback, reflect on our failures and learn from them.
- We support each other through challenges and whatever the outcome; we celebrate those who took part.

### FELLOWSHIP

- We respect each other and value our differences, knowing that we are more effective and more resilient working together.
- We are kind and inclusive; we value the contribution that each of us makes.
- We are role models for the behaviour that we would like to see in others; we ask only of others what we would be prepared to do ourselves.