

# BRIEF FOR THE POSITION OF Admissions Manager (UK)





BRIEF FOR THE POSITION OF

# Admissions Manager (UK)



## Welcome

Thank you very much indeed for your interest in the position of Admissions Manager (UK) at Malvern College. This is an exciting opportunity to join a high calibre and a forward-looking team in a culture that emphasises the development of people, built on an inspiring 159-year history.

This role will be responsible for managing the successful recruitment of new pupils for Malvern College of all families originating from within the UK. This is an ideal position for a motivated Admissions professional who thrives on delivering an exceptional and engaging experience to prospective parents, pupils and their families as well as focusing accurate and efficient processes.

Malvern College is a leading independent co-educational day and boarding school for 650 pupils aged 13-18 years. A significant proportion of Year 9 pupils join from the College's affiliated prep school: The Downs Malvern, educating 200 boys and girls from 3-13. Situated on the slopes of the Malvern Hills, the two beautiful campuses, set in 250 acres of stunning grounds, provide a wonderful environment within which to learn and work. The Malvern brand is globally strong with sister schools in Qingdao, Chengdu, New Cairo, Hong Kong and Tokyo. In total, more than 4,200 pupils experience a transformational Malvern College education around the world. The Malvern College Family of Schools also includes thriving enterprise and guardianship companies, in addition to a well-established fundraising and alumni relations society.



## BRIEF FOR THE POSITION OF

# Admissions Manager (UK)

## Job description

### Job Title

Admissions Manager (UK)

### Responsible to

Head of Admissions

### Purpose of the post

#### ➤ Prospective parent and pupil journey:

provide an engaging and professional experience, building exemplary relationships with UK families and prep schools.

#### ➤ Pipeline administration and reporting:

support the delivery of the complete Admissions cycle, maintaining the integrity of the admissions database and reporting on pertinent external and internal factors.

#### ➤ Feeder School recruitment:

successfully recruiting UK based pupils into Malvern College and meeting agreed numbers.

## UK Pupil Recruitment

- Lead the recruitment of pupils, from initial enquiry to enrolment, of all pupils joining Malvern College from within the UK, providing one single, consistent point of contact.
- Work closely with the Marketing and Events Coordinator and the Head of Admissions to create and implement an effective Prep engagement / Feeder school strategy that supports the creation of an ambitious and healthy Year 9 pipeline.
- Oversee the administration requirements for the College Scholarship programme, working closely with Admissions colleagues, the Head of Marketing Communications and the senior academic team.
- Working with the Admissions Officers to coordinate the collation of Common Entrance pupil entrance test results and liaise with teaching staff on any questions relating to results.
- Provide an exceptional level of customer service to all enquiries from UK based families:
  - Respond within agreed timescales to all new enquiries regarding prospective pupils.
  - Arrange personal visits to the College for families, including coordination with Boarding House staff.



## BRIEF FOR THE POSITION OF

# Admissions Manager (UK)

- Meet all families during their visit (either in person, or online)
- Provide timely follow up, maintain a close relationship with families to support healthy conversion rates.
- Report regularly on the status of the UK pipeline to the Head of Admissions.
- Work closely with the Admissions Manager (International), deputising when required.

## Admissions

- Maintain regular communication with prospective families at all points of the enrolment process.
- Regular and proactive liaison with College staff, including but not limited to House Masters / Mistresses, Head of Department and Senior Management Team.
- Work closely with the Admissions Officers and Admissions Manager (International) to maintain the quantity and quality of entrants to the College in meeting agreed recruitment targets.
- Support the arrangement and successful implementation of Open Mornings, Scholarship Information Days, Admissions events, etc.
- Working closely with all colleagues in the Admissions and Marketing team to contribute to the development and implementation of different strategies to recruit UK and international day pupils and boarders.
- Any other admissions-related tasks, as determined by the Head of Admissions or members of the Senior Management Team.

## Safeguarding Responsibilities

- Promoting and safeguarding the welfare of children and young persons with whom you come into contact; and
- Reporting any safeguarding concerns, including low level concerns, to the Designated Safeguarding Lead or their Deputy in a timely manner.

This post involves minimal contact with children and the post holder will not be responsible for children. The post holder will be considered to be in regulated activity.





## BRIEF FOR THE POSITION OF

# Admissions Manager (UK)

### Person Specification

Essential	Desirable
<b>Education and Qualifications</b>	
<ul style="list-style-type: none"><li>➤ Good standard of education</li><li>➤ Evidence of continuing relevant professional and personal development.</li></ul>	<ul style="list-style-type: none"><li>➤ Recognised Admissions or Marketing Qualification.</li><li>➤ Experience of working in an admissions environment in an educational setting</li></ul>
<b>Experience, Knowledge and Understanding</b>	
<ul style="list-style-type: none"><li>➤ Understands the importance of the parent/ pupil journey and places this at the centre of their work.</li><li>➤ Demonstrable transferable experience in a similar or customer facing sales role.</li><li>➤ An understanding of the principles, practices and cycle of recruitment and admissions in an independent school.</li><li>➤ Experience of working with families, recruiting pupils</li><li>➤ Experience of working to and meeting challenging targets.</li><li>➤ Demonstrates strong planning and organisational skills.</li><li>➤ Knowledge and understanding of customer relationship management principles and practice.</li></ul>	<ul style="list-style-type: none"><li>➤ Previous experience working in independent education sector; preferably with a strong boarding and co-educational ethos.</li><li>➤ Having a working knowledge of UK admissions processes including data protection principles including GDPR and PECR, and all other relevant legislation</li></ul>
<b>Role Related and Personal Skills</b>	
<ul style="list-style-type: none"><li>➤ Is a 'people person' and enjoys meeting and engaging with a diverse range of people from all walks of life both internally and externally and can build strong and lasting relationships.</li><li>➤ Excellent communication and interpersonal skills with the ability to deliver and develop an engaging, approachable, and outstanding customer experience.</li><li>➤ Exceptional eye for detail and diligent</li><li>➤ Motivated to meet and exceed personal and team targets.</li><li>➤ Able to prioritise and work to strict deadlines.</li><li>➤ Able to work in an open plan office and as part of a small team.</li><li>➤ A positive attitude to continuous professional development by attending regular training as provided by the school and to develop lifelong learning.</li><li>➤ Being unafraid to challenge the status quo.</li><li>➤ Willingness to work with the Marketing Team and colleagues across the Family of Schools in an integrated, collaborative, team approach.</li><li>➤ Working with members of Common Room and Support Staff in outreach work to ensure effective development of external partners, particularly feeder schools, agents and overseas stakeholders.</li><li>➤ A flexible approach to hours and duties.</li><li>➤ Willingness to maintain a busy schedule in a fastpaced environment and enjoys working in a busy and sometimes challenging environment.</li><li>➤ Is an ambassador for Malvern College and shares the College's aims, ethos and the Malvern Qualities.</li></ul>	



## BRIEF FOR THE POSITION OF

# Admissions Manager (UK)

## The Malvern Qualities

All staff are expected to model and promote our Malvern Qualities which are:

- Resilience
- Self-awareness
- Open-mindedness
- Kindness
- Collaboration
- Risk-taking
- Curiosity
- Ambition
- Independence
- Integrity
- Humility



## Hours and Benefits

Our preference would be for the successful applicant to work 37.5 hours per week, Monday to Friday; however, a flexible approach to hours will be required. There may be a need to work outside these hours, including a limited number of weekends and evening.

- 25 days' holiday per annum plus public holidays.
- Contributory pension scheme with Scottish Widows (successful candidates will be auto enrolled after successfully completing 3 months service).
- Generous membership terms (family and personal) for the College Sports Facility.
- Free on-site parking
- Cycle-to-Work scheme.
- Free access to the Malvern College Library.
- Personal Accident Insurance cover.

## Application Process

Full details of working at Malvern College and our Application form can be found on our website: [www.malverncollege.org.uk/Job-Vacancies](http://www.malverncollege.org.uk/Job-Vacancies).

If you have a query regarding the application process, please contact the Human Resources team either via email [humanresources@malverncollege.org.uk](mailto:humanresources@malverncollege.org.uk) or by phone 01684 581647.





## BRIEF FOR THE POSITION OF

# Admissions Manager (UK)



## General Requirements

*In accordance with the provisions of the Health and Safety at Work Act 1974 (as amended) and the Management of Health and Safety at Work Regulations 1999 (as amended) you must take reasonable care not to endanger yourself or other persons whilst at work. You comply with Malvern College's legal duties for Health and Safety.*

*It should be noted that the above list of duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.*

*Malvern College is committed to safeguarding and promoting the welfare of its pupils and expects all employees to share this commitment. Employees must, at all times, have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004 (as amended) and Keeping Children Safe in Education (as amended) and be fully aware of, and understand, the duties and responsibilities that apply to their role in relation to these requirements. All employees must attend appropriate training in accordance with College and local Safeguarding Board stipulations.*

*This post is exempt from the Rehabilitation of Offenders Act 1974 and the School is therefore permitted to ask job applicants to declare all convictions and cautions (including those which are 'spent' unless they are 'protected' under the DBS filtering rules) in order to assess their suitability to work with children.*

*Malvern College exists to provide a quality all round education for pupils aged 13 – 18 and is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Candidates must be prepared to undergo child protection screening and an Enhanced DBS check.*

*You will be required to provide proof of your identity, right to work in the UK and qualifications during the selection process. We will seek references on short-listed candidates that will include questions about past disciplinary actions or allegations in relation to behaviour with children and may approach previous employers for information to verify particular experience or qualifications before interview. An online search will also be carried out as part of due diligence on all short-listed candidates.*