

Job Description

Job Details		Job Code:	
Job Title:	Admissions Officer		
Grade:	(to be reviewed as part of the Global Grading project)		
Business Unit:	EKI	Location:	Schools
Department:	Commercial / Registrar	Function:	Admissions
Reports to:	Registrar		
Dimensions:	<ul style="list-style-type: none"> • Direct Reports: None • Responsible for individual enrolment targets 		
Role Overview			
Purpose:	<p>The Admissions Officer is a key commercial position in each of our schools and nurseries, reporting to the School Registrar with overall accountability for achieving the school's enrolment objectives.</p> <p>The role requires a highly proactive individual with creativity and commercial flair, who is able to deliver exceptional customer service, showcasing the school to prospective parents, and ensuring that the school's admissions and enrolments activity meets regulatory requirements.</p>		
Customers:	EKI, School Headteachers, Senior Leadership Teams & Prospective Families		
Customer Accountabilities	<p>Meet with prospective parents to explain admission procedures, curriculum, fee structure and regulations in order to ensure prospective parents enrol their children at the school.</p> <p>Provide in-depth tours of the school that showcase the school's USPs and focus on the prospective parent's individual needs.</p> <p>Check all notes in Engage/Hubspot prior to families' arrival for tours and assessments. Ensure Hubspot is updated with all notes and communication relating to each student.</p> <p>Warmly welcome all parents and children to the school and explain the admissions process. Ensure they receive personalized attention and outstanding customer experience.</p> <p>Prepare the assessment files for all students ensuring we have all the required documentation prior to an assessment. Liaise with central admissions and academics regarding assessments and co-ordinate on site assessments in line with SLAs.</p> <p>Prepare snacks, refreshments and giveaways for all admissions events including tours, open days and assessments.</p> <p>Working with the Marketing and Academic teams, support the delivery and execution of the school marketing plan, promoting the school at every opportunity. Working as part of cross-functional teams, drive the success of open events and other parent facing events to ensure they are successful and are in line with the organisation's enrolment objectives.</p> <p>Update, maintain and manage the student database ensuring that up to date information is available on a daily basis. Support the Registrar with key admissions</p>		

	<p>processes throughout the year including re-registration, class allocation and compliance.</p> <p>Manage the document collection process for new joiners ensuring files are up to date before students attend school.</p> <p>Maintain and update files of all students including alumni, leavers and current students. Ensure documents are added to the shared central drive as instructed by line manager.</p> <p>Be fully versed in all the rules and regulations of the Ministry of Education and other relevant governing bodies to ensure compliance during the admission process. Key compliance activities such as the KHDA/ADEK registration process and the completion of the School documents need to be completed with agreed deadlines.</p> <p>Ensure the Admissions policies, terms & conditions and the Admissions-related content on the school website are relevant and up-to-date at all times.</p> <p>Ensure group policies, procedures and codes of conduct are followed at all times and ensure all audit items are addressed in a timely manner.</p> <p>Provide support to the reception teams during peak periods and absences.</p> <p>Perform other duties as requested by direct and dotted reporting line managers/supervisors</p> <p>Responsible for daily review and responses to emails received into the shared Registrar's team inbox. Respond to all parent queries within a 48-hour SLA, communicating in a professional and polite way to resolve parent queries.</p> <p>eSIS/ADEK registration for new students including full joiner and leaver processes</p>
Behavioural Competencies	
Conditions of Work:	Normal administrative hours with office working conditions, subject to the terms of individual employment contracts and to the relevant labour law.
Talent Specifications	
Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Bachelor's Degree in Business or relevant field from an accredited and renowned University.
Experience	<ul style="list-style-type: none"> • 2 years of experience in relevant field with a clear track record of achievement in a sales / target driven role.
Skills	<ul style="list-style-type: none"> • Capable of working at high pace and meeting demanding activity targets • Knowledge of marketing principles and ability to work cross-functionally. • Expert customer experience and service delivery skills • Expert Microsoft office skills • Ideally; proficient in English and Arabic

Document Control

Approved by:	Fayeza Davis (Group Admissions Manager)	Date:	23 rd June 2020
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