



## CRM (Customer Relationships Manager) Systems Officer

Reporting to:	Admissions Manager and Director of Admissions & Communications
Contract:	Three days per week (flexible) during school term time, plus 10 additional days to be worked in school holidays or during busy periods in term time, as requested.
Salary:	£18,500 - £19,500 actual (depending on experience)
Start Date:	ASAP

The role requires exceptional communication, interpersonal and organisational skills, flexibility and attention to detail. Reporting to the Admissions Manager and ultimately the Director, the role will also work closely with the Communications Manager and School Data Manager. Primarily, the role will provide system support and data analysis for the school Admissions Portal (Applicaa), as well as strategic oversight and operational development of other CRM systems including My School Portal and School Post.

### Admissions support:

Support the Admissions Manager with the administration, logistical management and analysis of all admissions data. For example:

- The Systems Officer will work with the Admissions Team to provide a seamless process to parents and candidates.
- Collaborating with the Admissions Manager, they will actively contribute to the creation, management and maintenance of systems dedicated to handling all aspects of admissions data and analysis.
- Build relationship with and be main point of contact for, Applicaa
- Use prior knowledge of CRM (customer relationship management) systems to maintain and develop effective parent communications systems.
- Proficiency in Excel at a high level is a fundamental requirement for the role.
- Provide administrative support to the Admissions Manager and Director and wider team when necessary;
- operational management of CRM to prospective families throughout the admissions process.

### Communications support:

Support the Director with strategic planning for, development of and implementation of customer relationship management system and support the Communications Manager with back-end operational and administrative tasks. For example:

- The System Officer will work with the Communications Manager to provide a seamless communications experience for existing parents.
- Collaborating with the Communications Manager and the Director, they will contribute to the development and maintenance of parent communications systems on an operational basis and help to identify system efficiencies and improvements for strategic planning.
- Build relationships with and be main point of contact for My School Portal and School Post support teams.
- Outside of the team, work closely with the School Data Manager, School Administrations Offices (in both senior and junior schools) IT support and Bursary team to ensure collaborative working across between CRM systems and school management system (SIMS).
- Experience of customer relationship management systems is a fundamental requirement for this role.

### Data Management

- Process and clean large datasets so they are of a sufficient quality for reporting purposes.
- Manage registration/application data on the admissions platform, Applicaa.
- Maintain accurate records of received references and school reports.
- Manage and export all new joiner data and disseminate to relevant staff and departments
- Work with the Admissions Manager to create, manage and maintain data relating to open events, visits and tours, taster days, entrance assessments and invigilation
- Summarise and analyse admissions data as requested by the Admissions Manager and Director of Admissions and Communications upon request.

<b>Attributes</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Skills &amp; abilities</b>	<ul style="list-style-type: none"> <li>• Proven organisational skills gained in a busy and multifaceted environment</li> <li>• High level Excel skills</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Data Management.</li> <li>• Operational management and</li> <li>• development of Customer Relationship Management Systems</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in</li> <li>• in education or sales and marketing environment.</li> <li>• Knowledge of school management systems</li> </ul>
<b>Qualifications</b>	Educated to A-Level or equivalent	
<b>Personal circumstances</b>	<ul style="list-style-type: none"> <li>• Highly presentable</li> <li>• Emotional intelligence</li> </ul>	
<b>Equality</b>	Candidates must demonstrate understanding of and acceptance and commitment to the principles underlying equal opportunities	
<b>Customer Care</b>	Appreciation of effective customer care	

Staff appointed to posts are expected to maintain high professional standards. Those who join Colfe's can expect to become part of a caring, purposeful, and committed community.

#### **Application procedure**

The recruitment process will require all applicants to complete an application form, accompanied by a letter of application, current CV and details of two referees, who will be contacted prior to interview, in accordance with the School's Safer Recruitment procedures. There will be an interview and practical task for short listed candidates.

The application may be submitted either electronically to [recruitment@colfes.com](mailto:recruitment@colfes.com) or by post, to: Mrs A Ross, Human Resources, Colfe's School, Horn Park Lane, London SE12 8AW

Applications should be sent as soon as possible and by **5pm on Friday 11 July**. Colfe's reserves the right to appoint to this post before the closing date if necessary.

**Colfe's School is committed to safeguarding and promoting the welfare of children. All applicants must be willing to undergo child protection screening, including checks with past employers, prohibition from teaching and the Disclosure & Barring Service.**