



Fulham SCHOOL

Admissions Officer

Job Description

Reports to: Head of Admissions

Role

Reporting to the Head of Admissions, the Admissions Officer will liaise with prospective parents from both the UK and overseas, ensuring a smooth transition to Fulham School. Therefore, this position calls for a high level of relevant experience in customer care, and an understanding of the independent education sector. Excellent communication and people skills are essential, as well as the capability to interact with students. The ability to maintain accurate records and be highly organised is essential. High levels of computer literacy and excellent administration skills are also required.

Key Responsibilities

- Provide high level customer service via email, telephone, and face to face communications with prospective parents, agents, students, feeder schools and Fulham School's wider network.
- Ensure prospective students and parents are guided and encouraged through the admissions process in a professional, helpful and efficient way.
- Increasing conversion rates and ensuring an increasing number of strong candidates for Fulham School.
- Assist the Head of Admissions in planning, organising and delivering successful admissions events including open mornings, entrance assessments, taster days, exhibitions and alumni gatherings.
- Manage the Admissions Department diary and organise visits of prospective parents, students and agents.
- Liaise with members of academic staff to organise meetings with prospective parents as required.
- Accompany visitors to specific areas of Fulham School to ensure the smooth running of visits and give tours of the school when requested.
- Ensure prospective parents, students and feeder schools are informed of entry and interview dates in a timely and professional manner.
- Maintain spreadsheets regarding place and scholarship offers at all points of entry, draft offer letters for the Head of School as directed by the Head of Admissions.
- Oversee application deposits and dealing with admissions invoice queries.

- Maintain accurate agent commission records for students enrolled.
- Collate New Students Welcome Pack materials and mailing and liaise with the Communications Manager to ensure relevant material is on the website in a timely manner.
- Ensure every pupil joining Fulham School at any time has the appropriate welcome and joining information and liaise with academic and house staff as relevant.
- Enter and maintain application data at all stages of the admissions process, including initial application, offer information, financial details for JD Edwards and acceptance status.

General Responsibilities

- Always uphold Fulham School's Child Protection and Safeguarding Policy;
- Understand and apply Keeping Children Safe in Education guidelines in all aspects of the recruitment process;
- Maintain high professional standards of attendance, punctuality, appearance and conduct;
- Adhere to all school policies and procedures;
- Maintain positive, courteous relations with pupils, parents and colleagues;
- Attend INSET days and staff briefings as required.

Person specification

Qualifications and Experience

- Bachelor's degree preferred, plus one years' related experience in an educational setting. (Candidates without a bachelor's degree but with equivalent professional experience are encouraged to apply).
- IT skills with knowledge of relevant software applications including MS Outlook, Excel, Power Point and database skills are essential.
- Strong verbal and written communication skills, with the ability to communicate effectively with a variety of stakeholders and cross-continent teams.
- Good literacy skills to prepare correspondence and maintain records to a high standard.

Personal Qualities

- Excellent organisational and time-management skills.
- Ability to work quickly and accurately with excellent attention to details in order to meet deadlines.
- Absolute discretion and the ability to maintain confidentiality at all times.
- Evidence of continual willingness to develop own professional skills.
- Excellent interpersonal and relationship management skills at all levels.
- Ability to work well in a fast-paced, multi-tasking environment.
- Have a proactive approach to work; have personal integrity and the drive to do what is best for the students and the school.