“In a new school for a new era, we are nurturing the next generation of future leaders”

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| **Job description** |
| **Job Title:** | Admissions Officer |
| **Hours:** | From 30 hours per week, term time only, plus 4 weeks to be worked during holidays |
| **Reporting to:** | Headteacher / Assistant Headteachers (H/AH) |
| **Department Overview** | The Admissions and Marketing Department has responsibility for Admissions and Marketing across the school from nursery (opening 2023) up to Year 11. |
| **Role Overview** | The Admissions Officer’s role is to administer the admissions process for entry into HPS across the school. The main purpose of the role is to support the H/AH and SLT in ensuring the school’s recruitment targets are met; to handle all aspects of the school’s admissions process warmly, professionally and efficiently with a view to maximising the number of enquiries, visits, registrations and joiners. It is also the responsibility of the Admissions Officer to ensure that the admissions database is at all times up to date with the prerequisite information on prospective families and their status. |
| **Main duties and responsibilities:** | **Working relationships**1. The Admissions Officer will report to the H/AH and be a member of the Marketing and Admissions Team. The Admissions Officer will attend relevant Marketing, Admissions and Development meetings.
2. There will be a good working relationship with other key constituents of the School involved in the admissions process including the Headteacher, Assistant Heads, The Trustees and other teaching and support staff.
3. A critical success factor of the post is the ability to build rapport with and develop strong relationships on the phone and in person with prospective parents at all entry points, as well as Heads and admissions staff at feeder schools.
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|  | **Admissions Management**1. To respond promptly to admissions enquiries for the School via phone or email, or in person, sending relevant material / information and adding a record on the admissions database.
2. To follow up all enquiries by phone, email or letter in a timely fashion.
3. To work with the H/AH on producing an annual Admissions Schedule, including key dates, deadlines and communications to prospective families.
4. To invite prospective parents on the database to admissions events such as Open Days and Taster Days as requested by the H/AH, logging contact on School Management System (SMS)
5. To send out the termly Bulletin to (registered) families logging contact on database and ensuring that data protection policies are applied.
6. To book personal visits for families wishing to visit beyond the Open Events, liaising with the relevant school parties to ensure the visit meets the family’s needs.
7. To confirm visit details in writing and ensure relevant and up to date information is available to front of house and academic staff involved with the visits.
8. To showcase the school to best advantage on personal tours.
9. To keep abreast of achievements, events, activities and developments at HPS so this information can be shared with prospective families.
10. To update prospective parents’ admissions status on (SMS) as families move from enquiry through visit to registration and beyond, ensuring visit dates are logged.
11. To follow up visits, whether Open Day, personal or Taster events, in writing, thanking parents for coming and updating the database with new families.
12. To process all registrations / applications, acknowledging them and logging them on (SMS), including updating the status, and seeking references from current schools.
13. To send out assessment information to families, including past papers where appropriate, logging contact and status changes on the database.
14. To issue invitations to entrance examinations.
15. To assist the H/AH with the event management and administration of the assessment/exam days for Junior and Senior Schools, noting and following up on any no shows and changing their status on the database.
16. To organise and schedule all interviews, especially 11+, with SLT members following the entrance exam.
17. To send out the offer letters and manage the acceptance process, logging data on (SMS) and the exam spreadsheet and, keeping SLT regularly updated on responses.

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1. To liaise with the H/AH and SLT year round on available places in all year groups, arranging interviews, administering entrance assessments and managing correspondence for applications that fall outside the main admissions timetable.
2. To arrange interviews for Sixth Form candidates and handle accompanying correspondence and conditional offers.
3. To contact external Sixth Form applicants on results day, checking their exam results and confirming conditional offers of places where applicable.
4. To liaise with Bursary regarding applications for Bursary assistance.
5. To work with the IT and Comms Officers in keeping the Admissions section of the website under review and proactively suggest changes and enhancements.
6. To work with the IT and Comms Officers in preparing high quality packs for introductory evenings.

# Event Management

1. To assist the H/AH in the organisation of School open Events and Information Evening and other internal and external admissions events, such as Meet the Heads and Independent School Show Exhibitions.
2. To assist the Head in the organisation of new pupil taster events.
3. To attend admissions events, including introductory evenings, welcoming parents, encouraging them to provide details so they can be added to the database, and being available to answer admissions questions.

# Data management

1. To maintain the database, ensuring that all information gathered via enquiry forms or online forms and in interactions by phone or email is captured and recorded.
2. To update the database regularly to ensure that the status is live at all times and that (SMS) is the central repository for all information about and contact with prospective families.

# Relationship Management

1. With the H/AH, to be the face and voice of HPS, providing a welcoming, warm, professional and efficient point of contact between prospective parents and the school by telephone, email, letter and in person.

# Compliance

1. To enter new pupils’ details on the database and ensure any changes to these details are updated.
2. To ensure that current data protection legislation and policies are applied and consents recorded on the database.
3. To take pupils off roll, confirming their destination and liaising with the Local Authority where appropriate.

# Other

1. To take part in the School’s performance management process.
2. To undertake relevant training and development as identified and agreed.
3. To undertake other tasks as reasonably required by the H/AH and the School.

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| **Person Specification** |
|  | **Essential** | **Desirable** | **Method of assessment** |
| **Qualifications** | * A good educational track record and evidence of career development.
 | * AMDIS certificate in Admissions
 | * Production of the Applicant’s original certificates
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| **Experience** | * Track record of success in a key, customer-facing role
 | * Experience of admissions in schools or universities
 | * Contents of the application form
* Evidence of results achieved
* Interview
* Professional references
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| **Skills and Knowledge** | * A working knowledge of the principles and practices of Customer Relationship Management
* Knowledge and understanding of effective customer care and management.
* Excellent written and verbal communication skills with a friendly, approachable manner
* Able to interact well with people at all levels
* Well motivated
* Flexible, organised and logical, with the ability to multi task
* Excellent attention to detail
* Willingness to embrace new technologies and ways of working
 | * Interest in and understanding of the independent education and the broader educational landscape
* Sound working knowledge of databases
 | * Contents of the application form
* Interview
* Professional references
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| **Personal competencies and qualities**  | * **Affinity with the School’s culture.** The Admissions Officer will need to be at ease in promoting the values of an independent day school and be able to embrace and articulate with conviction the benefits of Hillel Park School’s ethos.
* **Professionalism.** This includes such qualities as integrity, smart personal and professional appearance, treating confidential information with respect, being discreet, punctual, polite, measured

and having a relentless focus on customer service. |  | * Contents of the application form
* Interview
* Professional references
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| **Personal competencies and qualities (cont’d)** | * **Excellent interpersonal skills.** Build close and harmonious relations with colleagues and work co- operatively and supportively with others. The post holder will be a person who is at ease with persons of any culture or background.
* **Excellent communication skills.** Critically, the post holder must have an excellent telephone and personal manner, the ability to write correctly and communicate ideas and information in an imaginative and compelling manner.
* **Enthusiasm and energy.** Persistence, stamina, optimism, hard working with a sense of fun.
* **Proactivity** – Ability to identify ways in which processes and the customer experience can be improved
* **Intelligence and educational track record.** The Admissions Officer will be articulate, logical and organized, able to multi-task effectively with a strong eye for detail. S/he will have a sufficiently high level of academic qualification to perform the role.
* **IT and database skills.** High level of competence with software packages (such as Microsoft Word, PowerPoint, Excel) and experience of databases or data-input.
* **Willingness.** To attend open days and other school events; work out of hours as and when school

admissions functions occur. |  |  |

# Safeguarding

# We are committed to safeguarding and protecting the welfare of children and young people, and expect all staff and volunteers to share this commitment. A Disclosure and Barring Service Certiﬁcate will be required for all posts. This post will be subject to enhanced checks as part of our Prevent Duty.

# Equality, Equity, Diversity and Inclusion

# At Hillel Park, we want all of our employees to feel included bringing their passion, creativity and individuality to work. We value all cultures, backgrounds and experiences, and we truly believe that diversity drives innovation. Join our family and help nurture the next generation of future leaders.

Please send all submissions to hr@hillelparkschool.com