



# Haileybury

## Job Description

**Job Title:** Admissions Assistant (International)  
**Department:** Admissions  
**Responsible to:** Deputy Registrar  
**Start Date:** February 2021

### Job Outline & Purpose

The Admissions department is responsible for all aspects of the admission of pupils to the School. The first point of call for prospective families is Admissions and the department has a wealth of knowledge to assist parents from their initial enquiry through to when their child joins the school.

The Admissions Assistant will support the department with a wide range of administrative duties relating to all aspects of work in the admissions office in addition to ensuring that the School's Tier 4 compliance processes are diligently adhered to when recruiting pupils from overseas countries. The successful candidate will have a strong eye for detail and precision.

The successful candidate will have previous experience in a customer-facing role, together with excellent administrative and communication skills and proficiency in Microsoft Office. Experience of working with a CRM database is essential and a working knowledge of Google Suite would be an advantage.

The nature of a 24hr a day, 7 days per week boarding school require staff to work flexibly and as we are open for prospective family visits and public events; this means that there may be a requirement for the job holder to work occasional early mornings, evenings and weekends.

### Main Duties

The job holder will:

- Carry out a wide range of administrative duties relating to all aspects of work in the Admissions Office. Ensure that all aspects of UK Visas & Immigration compliance for student visas and our overseas agents are carried out diligently while ensuring that the School's, robust policies and procedures are adhered to at all times.
- Issue Confirmation of Acceptance for Studies (CAS) for overseas pupils on the Home Office Sponsor Management System.
- Accurate monitoring and following up on Passport and Visa expiry dates
- Liaise with pupils' educational guardians and ensure the College's guardianship policies are applied.
- Entering and updating pupils application details on our CRM database (iSAMS)
- Assist with preparation and hosting of open events, entrance tests, interview and induction days
- Process enquiries over the telephone, email & database portal and make appropriate follow up calls to enquirers
- Deliver exceptional customer care on a consistent basis to both current and prospective families.
- Undertake general office duties such as writing letters, updating the database and maintaining files
- Understand and maintain an up to date knowledge of relevant statistical data affecting the Admissions department, including school numbers and available places (if applicable) within Houses
- Ensuring that they are up to date with relevant Haileybury news and developments such as recent examination results, staff changes and relevant school policy
- Greet visitors to the school.
- Ensure that all work is supported with an appropriate paper trail i.e. supported by a filing system that contains clear and accurate working papers

- Make use of appropriate equipment and facilities in order to complete duties in the most efficient and effective way
- Establish and maintain effective communication channels and efficient/effective working relationships with other members of the Admissions department and the School's staff
- Keep their line manager, fully up to date and informed about all allocated areas of responsibility and to report any significant problems as appropriate and within a reasonable time frame
- Maintain a code of confidentiality commensurate with the role
- Remain up to date with all appropriate practices, procedures and regulatory requirements within your allocated areas of responsibility
- Complete all duties effectively, efficiently, accurately, and within allocated deadlines.
- At all times, carry out duties in a safe manner, so as not to endanger yourself or other people. If you consider something is unsafe or likely to cause injury or ill health, you must report it to management.
- Undertake your responsibilities at Haileybury in respect of Data Protection. Staff members are responsible for ensuring that any personal data held by them is kept securely. This includes, appropriate use of computer ID's and passwords
- Undertake your responsibilities to promote the safety and wellbeing of children and young people
- Assist in other areas of work within the department and College which are within your skills and capabilities, as reasonably requested

It should be noted that this job description identifies the current principal duties of the post; it does not detail every task to be undertaken. The post-holder will be required to undertake any duties as required by their Line Manager, which fall within their capabilities or the requirements of the College.

## Person Specification

### Experience

- Proven experience in a customer-facing and administrative role
- Experience of a busy, multi-disciplined office environment
- Proficient in Microsoft Office and experience of using a CRM Database
- Working knowledge of Google Suite an advantage.

### Skills

- Advanced Excel skills
- High Level communication skills with all relevant client groups, both internally and externally
- Ability to understand and operate within a school environment
- Well organised with the ability to prioritise work to deadlines and under pressure
- Ability to work in a way that promotes the safety and wellbeing of children and young people
- Ability to maintain confidentiality with tact, diplomacy and discretion
- Ability to work in a team and individually, using own initiative
- Flexible with the ability to adapt to changes to work schedules
- Accuracy, precision with a strong eye for detail
- Excellent numeracy and literacy skills
- Confident, self-motivated and proactive
- Enthusiastic with the ability to learn
- Reliable, resourceful, flexible, punctual and committed

### Personality

- Outgoing, friendly and a strong ability to empathise with others
- A calm and considered approach

- Honest, polite and exudes warmth

### **Education**

- A good standard of education

### **Child Protection at Haileybury**

Though this role does not require the direct supervision of pupils, in addition to their job description, the job holder should be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons who they may come into contact with whilst at Haileybury.

### **Health & Safety at Haileybury**

Under the Health and Safety at Work etc. Act 1974 and associated legislation, colleagues at Haileybury are expected to be comply with H&S requirements at all times, including but not limited to Risk Assessments, COSHH, PPE, Manual Handling and to follow Haileybury policies/procedures. Specifically, colleagues must continuously carry out all duties in a manner, which endangers neither themselves nor others. If you consider something is unsafe or likely to cause injury or ill health, you must rectify it if safe to do so, or report it to your immediate manager or the Health and Safety Manager.

### **Data Protection at Haileybury**

The School will comply with its obligations under the prevailing data protection legislation when processing your personal data. For further detail in this regard you should refer to the School's Data Protection Policy and the Staff Privacy Notice which can be found on the website <https://www.haileybury.com/privacy-notice>

### **Code of Conduct Statement**

Colleagues at Haileybury are expected to work together showing respect, courtesy and helpfulness, cooperatively working with a positive ethos and culture, whatever the staff member's position may be. Each individual should try to see and appreciate what others are doing and understand that the provision that we offer our pupils can flourish only with the active assistance of all concerned.