



Haileybury

Job Description

Job Title: Admissions Assistant (UK)
Department: Admissions
Responsible to: Deputy Registrar
Last reviewed: September 2021

Job Outline

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 role of the Admissions Assistant is demanding and is one which is crucial to the continued success and prosperity of the School. The Admissions Assistant will be a prominent public representative of the school and will represent the school at promotional events.

The role lies in assisting with all aspects of the admissions procedure and in helping the office to run efficiently within this very busy and challenging dimension of the school. In addition, the job holder will be expected to play a proactive part in the organisation of school events and to have a detailed knowledge and understanding of the relevant policies, systems, structure, characteristics and personnel within Haileybury and Haileybury's "feeder" prep schools.

The nature of a 24hr a day, 7 days per week boarding school require staff to work flexibly and as the School is used by pupils at weekends, which are also the time most parents visit the School, there may be a requirement for the job holder to work early mornings, evenings and weekends.

Main Duties

The job holder will:

- process UK enquiries over the telephone and make appropriate follow up calls to enquirers
- arrange appointments for prospective parents and liaise with teaching staff
- undertake general office and correspondence management duties such as writing letters, updating the database and maintaining files
- manage the Registry calendar to include the planning and organisation of all visits for prospective families, agents and other visitors to Haileybury
- assist with the organisation and running of various other promotional activities and events that are organised by the Registry
- assist in other areas of prep school and community liaison and marketing initiatives
- understand and to maintain an up to date knowledge of relevant statistical data affecting the Admissions and Marketing 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
- develop a sound understanding of the "feeder" prep schools that Haileybury has good relationships with. This will include keeping up to date with any changes at the school such as a change in Head, status (co-ed/single/boarding) as well as a basic understanding of the main characteristics of the school
- greet visitors in the absence of either the Registrar or the Deputy Registrar
- assist management to design and implement efficient and effective working systems and to review and improve such systems over time, as required

- 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 all members of the College's staff
- keep the management team 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
- 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
- assist in other areas of work within the department and School 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 the Line Manager, which fall within their capabilities or the requirements of the School.

Person Specification

Essential

Experience

- Experience of a busy, multi-disciplined environment
- Proficient in Microsoft Office and familiar with using a School Management System
- Experience of working in a school or other educational environment
- Strong educational background to A Level/IB Level as a minimum requirement.
- Prior experience of working within a customer facing role.
- Prior experience of working with a CRM database.

Skills

- High level of computer literacy, particularly Outlook, Word, Excel & Powerpoint
- Excellent 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
- Accurate with an eye for detail
- Good numeracy and literacy skills
- Confident, self-motivated and proactive
- Enthusiastic with the ability to learn
- Honest, polite, reliable, resourceful, flexible, punctual and committed

Personal Qualities

- Effective time management skills
- Ability to work under pressure
- Confident, friendly, outgoing and warm personality
- Self-motivated with a positive attitude

Ethos

- A commitment to safeguarding and promoting the welfare of children and young people.
- Strong support for the strategic direction of the school.

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.