

## Job Description for Admissions Officer

**Post:** Admissions Officer

**Line Manager:** Admissions Manager

### Outline of Department

The Admissions team reports into the Director of Marketing, Admissions and Communications. Together they are responsible for the implementation of a successful marketing and pupil recruitment and retention strategy.

### Purpose of Job

The role of an Admissions Officer is to support the Admissions Manager and the wider Admissions department, in the successful recruitment, on-boarding and management of new and prospective pupils.

Working as part of a well-established and friendly team, under the Marketing, Admissions and Communications umbrella, you will champion a best-in-class service to both current and prospective pupils and parents.

### Duties and Responsibilities

You will spear head Bristol Grammar School's Pupil Admissions into our Sixth Form area, working with external pupils and parents, from Enquiry through to Application, Offer and Enrolment.

Working in a customer service focussed environment, you will be responsible for building strong relationships with prospective pupils and parents, ensuring that the 'customer journey' is delivered through a customer service first approach.

- Acting as the first point of contact for all Sixth Form enquiries and applications.
- Building strong relationships with internal stakeholders and the Senior Leadership Team.
- Meeting and touring prospective pupils and families.
- Actively following up on in-bound enquiries and applications, ensuring these are tracked.
- Building long-lasting and meaningful relationships with both parents and pupils.
- Collaborating with prospective parents (and pupils) to be provide detailed and thorough information regarding the applications process and the overall BGS Sixth Form offering.
- Managing and storing Applicant data, ensuring this is recorded in-line with the school's policies and procedures.
- Organising exciting and successful Admissions focussed events, aimed at prospective pupils and parents.
- Monitoring, supporting, and managing the full application process, in-line with School's wider Admissions processes and procedures.
- Monthly reporting (or as required) to the Admissions Manager and Director of Marketing, Admissions and Communications.
- Working collaboratively with internal departments to collate, design and publish the annual Sixth Form prospectus and other marketing material as required.
- Working in partnership with Communications to ensure there is a holistic approach to our communications, across prospective parent groups.
- Working to set SLA's, timescales, KPI's and Targets.
- Actively looking at ways to improve the Admissions process, customer journey and conversion rates.

- Continually review and seek to improve internal pupil relations, identifying new areas where the pupil/parental engagement strategy can be strengthened, to help continued positive pupil retention rates.
- Provide support to colleagues and the wider school.
- Collate, cleanse, mail merge and release prospective parent communications.
- Send information to out of cycle applicants and organise visits, tests and interviews as needed.
- Ensure new pupil details are entered into SIMS (the school's software database) and pupil records are accurate and up to date.
- Collate and update all information required for new starters, providing a singular point of contact.
- Any other task or activity as reasonably requested by management.
- Conforming to the School's Code of Conduct.
- Adherence to the School's safeguarding procedures.

This job description is not necessarily a comprehensive definition of the post. It may be subject to modification or amendment at any time after consultation with the holder of the post.

### **Candidate Specification**

There are certain **essential criteria** that we would expect a candidate to possess.

The ability to forge and build excellent relationships with internal stakeholders and prospective customers
Strong knowledge of the Microsoft suite, namely MS Excel, as well as CRM systems
A logical, analytical thinker, someone who is well-organised
Strong writing skills and an excellent command of the English Language, including an excellent phone manner

The following list outlines the further qualities, skills and experiences that the selection panel will be keen to explore with candidates. It is understood by the panel and – we hope – by prospective candidates, that no single person will fulfil every criterion. We encourage candidates who do not “tick every box”, therefore, to apply nonetheless and to be open during the selection process about those areas in which they would wish to develop their skills and experience further.

Good team player, someone who understands the importance of working collaboratively
Experience working in a sales, customer service or customer success environment
Ability to multi-task and manage your own priorities and workload
A self-starter who is motivated and shows initiative
A sense of humour and an optimistic, resilient style when faced with pressure
The ability to develop good working relationships with all members of the School community
A well organised and resourceful approach to their work and have the ability to meet deadlines
Commitment to the ethos and holistic education provided by BGS and to the maintenance of BGS as a leading independent school
An enthusiastic and approachable nature
Be able to communicate well with children and young people and in particular be prepared to demonstrate: <ul style="list-style-type: none"> <li>• Motivation to work with children and young people</li> </ul>

- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with any challenging behaviour
- Professional attitudes to use of authority and maintaining discipline
- Understanding of safeguarding and promoting the welfare of young people

### **Hours and Benefits**

<b>Working hours</b>	Monday to Friday, 8.00am to 4.30pm to be agreed with half an hour for lunch (40 hours per week).
<b>Salary</b>	The salary will be determined by the Technical and Clerical scale and will be dependent on relevant experience and technical expertise.
<b>Pension</b>	The School will automatically enrol support staff into a “Defined Contribution” pension scheme provided they meet certain eligibility criteria. Those choosing not to be a member of the Scheme may opt-out in accordance with the rules of the Scheme.
<b>Holidays</b>	Paid holiday entitlement is 20 working days per annum, in addition to Bank Holidays. Increasing to 22 working days per annum after 2 years’ service and then increasing by one working day per additional years’ service until it reaches a maximum of 25 working days. Holidays are not normally taken during term time.
<b>Lunch</b>	School lunch is provided during term time.
<b>Education</b>	At present the School’s policy is to allow all eligible members of staff to educate their children at the school at concessionary rates, subject to their children meeting the academic entry requirements and subject to a place being available.
<b>Car Parking</b>	No car parking is provided during term time.

### **Equal Opportunities**

The School is an equal opportunities employer and is committed to equality of opportunity for all staff. Applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage / civil partnerships. We are committed to increasing the diversity of our staff body and particularly welcome applicants from minority groups who are currently under-represented in our staffing community.

### **Application details**

To apply please visit our website, [employment opportunities section](#). On the role specific page there is an ‘Apply now’ button which will take you into the online application process.

**The closing date for applications is 01 December 2024.**

**Interviews will be planned for the week commencing 09 December 2024.**

***Bristol Grammar School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. In accordance with our Child Protection Policy we are unable to process applications without a fully completed application form. The post is exempt from the Rehabilitation of Offenders Act 1974. All convictions, cautions and bind-overs, including those regarded as ‘spent’ must be declared when applying. The applicant may post such a declaration in an envelope marked ‘Private & confidential for the Headmaster’ which will only be opened should the candidate be shortlisted. The successful applicant must obtain List 99 clearance and DBS (Disclosure and Barring Service) clearance at enhanced level.***