

# **Admissions Assistant**

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St Andrews, Scotland KY16 9QJ Registered Charity SC016693

## Admissions Assistant

**Responsible to:** Registrar

**Responsible for:** N/A

**Salary:** Grade 3.1 - £26,515-£28,981 per annum.

**Contract Type:** Full time, permanent.

**Hours of Work:** Monday to Friday 8.30am - 5.00pm, 37.5 hours per week.

The Admissions Assistant will actively uphold the ethos and values of St Leonards, reflecting the School's reputation through highly professional, organised, and efficient support. As the operational hub of the department, the postholder provides the essential administrative and data management backbone that enables the team to drive pupil recruitment for both its day and boarding communities, attracting pupils from across Scotland and around the world.

The Admissions Assistant will ensure the effective and efficient processing of applications, which is critical to meeting and exceeding the School's recruitment targets. A key part of this role will be collating admissions data, which will be used by the team to track progress against its targets. Working within the Admissions department and the wider External Relations Team, the postholder will administer the customer centred admissions journey for families, ensuring a seamless experience from initial data capture to successful onboarding.



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St Leonards has been at the forefront of education in Scotland and beyond since its foundation in 1877. Throughout its life, the School has demonstrated a progressive spirit from its inception as a pioneering school for girls to the vibrant fully co-educational boarding and day school that it is today.

St Leonards is an HMC and IB World School situated in the heart of the vibrant, historic and cosmopolitan university town of St Andrews, the 'Home of Golf'. The School is fully co-educational with close to 600 pupils from Year 1 to Year 13 and is the only IB continuum school in Scotland. With over 35 nationalities in the pupil body, it is a school with a truly global outlook. The school's motto is *Ad Vitam* ('for life'), and the ethos and approach to learning of the IB permeates all areas of school life, within and beyond the classroom.

St Leonards offers an exceptional range of enriching academic, sporting, musical and creative opportunities, and was named 'Scotland's Independent School of the Year' by the Sunday Times for 2019, in recognition of its complete commitment to offering a first-class education.

Prior to the award of 'Independent School of the Year', St Leonards was named the Sunday Times' top-performing Sixth Form for IB/A-Level results in Scotland for three consecutive years: 2016, 2017 and 2018. The average IB Diploma points score in 2021 was 35, with over 80% of all Higher Level (HL) scores graded at 7/6/5 (equivalent

to A\*/A/B at A level). The School has recently undergone a multi-million refurbishment programme of the boarding houses; a sector leading golf programme has been established; the record school roll continues to grow; academic achievement is strong; public recognition of the School is incredibly positive; the highest standards of pastoral care are provided by well-trained, committed and specialist staff who address the individual needs of pupils, and outstanding teachers are attracted to work in and become part of the inclusive culture and diverse St Leonards community.

One hour from Edinburgh International Airport and approximately a one-hour flight from London, our enviable Scottish location is accessible, with beautiful beaches, historic landmarks and rolling countryside on our doorstep.

The town is very much seen as an extension of the School campus and the St Leonards' close collaboration with the University of St Andrews, recently voted the top university in the UK, is yet another opportunity.

As we move towards our 150th anniversary, the School is at an exciting stage of its development. At St Leonards, we aspire to attract and retain the best staff, who embody the IB attributes and strive to deliver a holistic education that effectively prepares pupils for the future, fostering in them a love of learning that they take with them through life.





# Admissions Assistant

**The main areas of responsibility are:**

## **Key Responsibilities**

You will receive full training on all internal processes and procedures, and you will have ongoing learning and development opportunities.

### 1. CRM, Data and Compliance Support

- Be a primary user of the Customer Relationship Management system, processing all incoming enquiries, applications, and registrations with speed and accuracy.
- Maintain the CRM as the single source of truth for all family and agent interactions, ensuring data integrity and facilitating proactive follow-up from the Admissions team.
- Ensure all admissions data is handled with meticulous care, maintaining security and full compliance with GDPR, and relevant data is accurately captured and maintained in Engage, the school's management information system.
- Assist with the administrative tasks required to keep admissions processes compliant with UKVI and Home Office rules, such as collating and checking required visa documentation.
- Support the onboarding process for new partner agents and pupil guardians by preparing and tracking application packs and ensuring digital files are complete and correct.
- Collate data for and assist in preparing regular reports to track key performance indicators.
- Play a key support role in the implementation and optimisation of new data systems.

### 2. Admissions Coordination and Administration

- Assist with the coordination of admissions events, including Open Days, visits and taster days, to ensure a flawless experience for attendees.
- Manage the scheduling of personalised tours, entrance tests, and interviews, liaising effectively between prospective families and key school staff.
- Prepare admissions correspondence, from joining forms, to formal offer letters, ensuring all communications are on brand and accurate.
- Support the External Relations team with the logistics for recruitment travel.
- Provide comprehensive administrative support to the Registrar and Admissions Officers to help them deliver their strategic priorities.

### 3. Communication and Family Liaison

- Act as a professional, welcoming, and consistent point of contact for admissions enquiries via phone, email, and in-person.
- Prioritise timely communication, ensuring that all family questions are answered promptly and enquiries are followed up with speed and efficiency.
- Provide helpful information and guidance on the admissions process and our academic programmes (IB, GCSE, etc.), escalating queries where appropriate.
- Communicate key event details and timelines to families at various points of their admissions journey.

#### National and School Standards

- Develop a strong understanding of the IB Diploma, Career Related Programme, IGCSE/GCSE, MYP and PYP programmes in order to provide clear information.
- Contribute positively to the ethos of the School by promoting positive relationships among staff, parents, and children.
- Demonstrate knowledge of, and uphold, all of the School's policies, including those relating to Health and Safety and Safeguarding.
- Demonstrate an understanding of how roles and responsibilities are shared among staff and how to work collaboratively across departments.

This is not intended to be an exhaustive list of responsibilities and duties. It is expected that the post-holder will participate in other reasonable activities which may be required to meet the needs of the School or for better fulfilment of the role.

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## Person Specification

### Essential

- Experience working with data, and systems.
- Exceptional attention to detail and a commitment to accuracy in all tasks.
- Strong organisational and time-management skills, with the ability to manage multiple priorities.
- Excellent IT literacy, with high proficiency in the Microsoft Office Suite and the ability to learn new software quickly.
- Excellent communication and interpersonal skills, with a professional and welcoming manner.
- A collaborative, team-player attitude with a proactive and flexible 'can-do' approach.
- The ability to handle sensitive information with discretion and an understanding of confidentiality (GDPR).
- High level of cultural awareness and sensitivity.

### Desirable:

- Previous experience in a detailed administrative or customer-facing role.
- Prior experience using any form of database or CRM system.
- Experience with working with international families or within a multicultural environment.
- Experience working in a school, university, or other educational setting.
- An undergraduate degree or equivalent qualification.



St Leonards is committed to creating a diverse and inclusive culture, where all members of the community - colleagues, pupils and families - are seen and valued. This culture ensures that St Leonards delivers an outstanding global education in a multi-cultural living, learning and working environment.

Applications should be made via email to **[recruitment@stleonards-fife.org](mailto:recruitment@stleonards-fife.org)** and should include the completed Application Form, which can be downloaded from the school website via the link below.

Employment opportunities at St Leonards can be found at: **<https://www.stleonards-fife.org/news-information/employment>**

**Closing date and time for applications is 5pm on Wednesday 24<sup>th</sup> September 2025. Interview to take place on the Tuesday 30<sup>th</sup> September 2025.**

Any questions may be directed to **[recruitment@stleonards-fife.org](mailto:recruitment@stleonards-fife.org)** in the first instance.

*All successful applicants will be required to undertake a Criminal Record check and either hold or be accepted for membership of the Disclosure Scotland Protecting Vulnerable Groups (PVG) scheme.*

