

Job Description

Job Title:	Admissions Administrator
Line Manager:	Head of Admissions
Hours of work:	Full time (35 hours)
Line Management Responsibilities	None

Main Purpose of the Role

The Admissions Administrator will provide admin support for all aspects of the admissions process, guiding families through their Admissions journey from the first contact through to joining the School.

Organisational structure

- The role reports to the Head of Admissions

Role Responsibilities:

- Providing admin support for all aspects of the Admissions process with the overarching goal of pro-actively selling the School to prospective parents.
 - Supporting the Admissions Team to maintain frequent and highly personalised contact with all enquirers (via telephone, email, website or face to face).
 - Managing the busy shared email box escalating enquiries to others in the team as appropriate.
 - Maintaining the admissions database and following up some routine enquiries with prospective parents, encouraging them to progress to the next stage in the Admissions process.
 - Supporting the Admissions Team in organising, promoting and attending open events (virtually or in person) that showcase the School and offer the very best experience possible to prospective families.
 - Arranging and planning visits by prospective families in conjunction with the Assistant Registrars.
 - Supporting admissions admin processes e.g., reference requests for prospective pupils.
 - Supporting the team with recruitment trips including arranging itineraries and mailing prospectus.
 - Providing other day to day support to the Admissions Team as required.
- Maintaining up-to-date records and statistics for all stages of the Admissions process:
 - Logging correspondence on all enquiries, prospectus requests, registrations and applications and updating the School's management information system.
 - Maintaining relevant records to track families through their customer journey, ensuring the School's admissions databases are up to date.
 - Ensuring all relevant admissions records and statistics are accurate and up to date.

All employees will ensure that they:

- Take care of their own safety and that of others, particularly those in their charge whilst off school premises.
- Comply with health and safety procedures and instructions.
- Will not neglect, misuse, damage anything provided in the interest of health and safety.
- Assist by reporting to their Line Manager any hazard, accident, damage or defect in order that remedial action may be undertaken.
- Undergo any training or instruction to enable them to work competently and safely.

Other Duties

- To undertake additional duties as required throughout the School, commensurate with the level of the job.
- The post-holder's responsibility for promoting and safeguarding the welfare of children and young people for whom they are responsible, or with whom they come into contact, will be to adhere to, and ensure compliance with, the School's Child Protection Policy at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School, they must report any concerns to the School's Assistant Head (Pastoral).

General Duties and responsibilities

To comply with all legislative requirements and school policies including, but not limited to, Child Protection, Health & Safety and confidentiality.

Knowledge, Skills and Experience

- Previous experience working in a busy administrative environment.
- Good IT skills including Office 365 and ideally experience of a CRM database though not essential.
- Strong communications skills.
- Good attention to detail.
- Proven organisational skills with ability to manage competing demands.
- Ability to write with accuracy and summarise information for a range of different audiences.
- An ability to build relationships with people at all levels within an organisation.

Additional requirements for the role

- Protection of Vulnerable Groups Scheme (PVG) Registration

The Protecting Vulnerable Groups (PVG) scheme is managed by Disclosure Scotland. It helps ensure people who are unsuitable to work with children and protected adults cannot do regulated work with these vulnerable groups. The cost of application for this is met by the School.

Key Working Relationships

The post holder would be expected to maintain positive relationships across the Loretto community, partners and stakeholders.

Key working relationship include:

1. Loretto Staff, across all academic and support departments.
2. The Headmaster and Assistant Heads.
3. Parents, prospective parents, agents and guardians.