



## Admissions Manager

The position of Admissions Manager will deliver a first-class admissions experience for prospective families. The role manages all aspects of the admissions process, liaising with prospective parents and assisting with the organisation of events for prospective pupils, as well as maintaining the databases and the day-to-day procedures.

As a large component of the role focuses on the administration of the admissions process, the successful candidate will have an excellent telephone manner and interpersonal skills, as well as the ability to efficiently process data. In addition, they will have excellent spoken and written English skills, be highly organised and proactive, especially in meeting families and demonstrating the benefits of an education at Argyle House School. The Admissions Manager will work closely with the Head, the School Leadership Team and the Group Marketing and Admissions Director to deliver the school's ambitious recruitment targets.

To be successful in this role, candidates will need to have a warm and welcoming personality as well as being a team player and be able to work with colleagues across the school. In addition, the successful candidate will have to manage numerous tasks and manage priorities to ensure all families are given exceptional customer service.

### **Key Responsibilities and Accountabilities:**

- To be the first point of contact for prospective parents or agents either via telephone or email. Engage and connect with them to fully understand their requirements.
- Carry out a needs analysis to be able to effectively sell and communicate the school or nursery benefits to satisfy their specific circumstances.
- To send out prospectuses, and other relevant information, and advise parents of the Admissions process.
- Prepare and send all correspondence to prospective families including registration, offer, welcome letters etc.
- Champion the re-launch of the Little Crickets Nursery, focusing on outreach to community groups and facilities with high family dwell time.

- Be responsible for maintaining the Admissions database and managing the enquiry pipeline – receiving, logging and promptly following up on all outstanding enquiries. Keeping the database up-to-date with status changes at each stage of enquiry.
- In line with the standardised admissions process, be responsible for collating documentation from prospective families and storing these against the child's profile.
- To arrange personalised visits for parents, and conduct these when appropriate to do so, and produce the weekly visits schedule.
- To organise and host Open Mornings and other recruitment events as required (this may necessitate occasional Saturday morning duties) under the direction of the Head and Marketing and Admissions Director. Post event, follow up thereafter with prospective parents. Manage any questions for these events.
- To help prepare and circulate joining information for New Pupils, ensuring all new families having everything they need in preparation for their children joining the School.
- To provide monthly admissions figures by completion of our reporting framework.
- With prior notice and planning, attend recruitment events off-site to represent the School.
- To report children leaving to the management information database and the Local Authority.
- This is a full-time, year-round post and is based at the School premises in Sunderland.

**To Apply:**

Candidates should complete the application form on the school website, found here [Work at Argyle House School | Argyle House, Sunderland Independent School](#) and send an accompanying covering letter to the Headmaster by email to: [office@argylehouseschool.co.uk](mailto:office@argylehouseschool.co.uk)

The closing date is at midnight, Sunday 20<sup>th</sup> July. Interviews will take place w.c. 28<sup>th</sup> July, with the successful candidate starting asap.

<b>Person Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience and qualifications</b>	<p>Experience of working in a customer facing role in a service driven industry</p> <p>Event management and organisation</p> <p>Experience in sales</p>	<p>Educated to degree level.</p> <p>Experience of working in a school setting.</p>
<b>Technical Skills</b>	<p>The ability to communicate well in writing and on the telephone</p> <p>Excellent command of written and spoken English</p> <p>High levels of accuracy and a level of numeracy to understand figures and create reports</p> <p>Experienced with Microsoft Office: Excel, Word, Outlook</p>	<p>Knowledge of iSAMS or similar MIS</p> <p>Use of TEAMS and Sharepoint</p>
<p><b>Personal Characteristics</b></p> <ul style="list-style-type: none"> <li>• The ability to build relationships and work well within a team</li> <li>• Ability to remain calm under pressure with an organised approach to tasks, with attention to detail</li> <li>• The ability to prioritise one’s own workload and progress a number of projects concurrently</li> <li>• Excellent interpersonal skills and the ability to build connections with a variety of stakeholders</li> <li>• Flexibility</li> <li>• Demonstrate a proactive, ‘one step ahead’ attitude</li> <li>• Strong service ethic to deliver an exceptional customer experience</li> <li>• Discretion and confidentiality</li> </ul>		