



## Job Description

<b>Job Title:</b>	<b>Admissions Officer</b>
<b>Department:</b>	<b>Admissions</b>
<b>Responsible to:</b>	<b>Director of Marketing and Admissions</b>
<b>Last reviewed:</b>	<b>February 2024</b>

### Job Outline

Haileybury is seeking to appoint an Admissions Officer.

The Admissions Officer is an important role within a very busy and critical department of the School. The Admissions Officer will provide a first-class service to prospective parents and others who are enquiring about admission to Haileybury. They will provide support to the Director of Marketing and Admissions and to the Admissions team to ensure the smooth running of the department.

The Admissions Officer is a full-time role. A willingness to be flexible in working hours is essential since other occasional weekend and evening attendance will be required.

### Purpose

The purpose of this job description is to set out the current principal duties of the post. It does not detail every individual task, and employees are required to undertake such tasks and duties as are allocated to them from time to time in accordance with the role. This job description will be reviewed annually as part of the School's annual performance review process.

### Duties

- Manage the Visits diary for prospective parents and liaise with relevant members of staff to arrange appointments. Effectively communicate all appointments to families to ensure a seamless and professional parent experience.
- Provide front of house cover when required, promoting a welcoming pleasant atmosphere that reflects the nature of the school, answer general telephone and email enquiries.
- Be a point of contact for admissions telephone, email enquiries and appointments with prospective parents.
- Provide administrative support by producing letter templates, monitoring communications to parents, collating examination packs, copying and circulating exam papers for marking, organising mail merge activities, requesting references and working with marketing to create and produce a department newsletter for agents.
- Manage the process of booking candidate interviews and be responsible for communications relating to this area.
- Liaise with Events and ensure recruitment events are in all stakeholder calendars.
- Manage logistics for UK and international recruitment external events including travel booking and schedules. Ensure all marketing packs are available for all UK and international events.

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- Monitor stock levels of printed marketing collateral and liaise with the Marketing department to order additional stock.
- Help with the running of internal recruitment events as required e.g., open mornings and open evenings.
- Assist in the supervision of candidates during entrance examinations.
- Support and liaise in the organisation and communications for scholarship days. Manage the schedule of auditions and take responsibility for dealing with operational issues.
- Provide team cover and monitor applications during times when staff are away
- Provide visa application administrative support to the team during the summer months.

This job description is subject to review in line with the developing needs of the School. The post-holder must be willing to adapt to meet requirements.

## **Other Requirements**

### *Safeguarding and Child Protection*

All employees must be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons with whom they may come into contact whilst at Haileybury. Employees must comply with the School's Safeguarding and Child Protection Policy and must be familiar with how to raise any safeguarding or child protection concerns.

### *Health and Safety*

In accordance with the Health and Safety at Work etc. Act 1974 and associated legislation, all employees must comply with relevant health and safety procedures and guidance at all times. They must be familiar with, and assist the School in the implementation of, its Health and Safety Policy which is available on the School Portal.

Employees must also adhere to any requirements arising from, or relating to, any relevant risk assessments, Control of Substances Hazardous to Health (COSHH), PPE, and manual handling. Specifically, employees must carry out all duties in a manner which does not endanger themselves or others.

### *Equality, Diversity and Inclusion*

Employees must comply with the School's equality, diversity and inclusion policies and practices in force from time to time and must carry out their duties in a manner which does not discriminate against any person on the grounds of any protected characteristic.

### *Code of Conduct*

Employees at Haileybury are expected to work together cooperatively showing respect, courtesy and helpfulness to others at all times. Employees should work to actively support and promote the School's positive ethos and culture, and must act in accordance with the School's Staff Code of Conduct.

### *Data Protection*

All employees must comply with the School's Data Protection Policy, and must carry out their duties in a manner which is consistent with this policy and data protection legislation generally.

## Admissions Officer Person Specification

	Essential	Desirable
<b>Qualifications</b>		
Good level of education (minimum A Level or equivalent)	✓	
<b>Knowledge, Skills and Experience</b>		
Practical experience of working in an office environment.	✓	
Ability to complete administrative tasks with minimal supervision.	✓	
Experience of working with different stakeholders.	✓	
Experience of working with customers face-to-face, digitally and over the phone.	✓	
Excellent general IT skills.	✓	
Excellent organisational skills with the ability to prioritise work and meet deadlines.	✓	
Ability to work as part of a team and independently.	✓	
Proven track record of setting up and running a range of administrative tasks.	✓	
Experience of dealing with a vast number of email and telephone enquiries.	✓	
Knowledge and awareness of the importance of confidentiality and data protection.	✓	
<b>Personal Attributes</b>		
A high level of attention to detail and accuracy under pressure.	✓	
Outstanding ethos for customer service.	✓	
Methodical, reliable and thorough approach to work.	✓	
The ability to multitask.	✓	

Highly professional in manner and approach to work.	✓	
Reliable, flexible and an open-minded approach to the role - it may evolve and develop over time.	✓	
Excellent written and oral communication skills.	✓	
Positive and energetic nature.	✓	
A team player.	✓	
A good standard of written and spoken English and a pleasant telephone manner.	✓	
Possess a positive and strong 'can do' attitude. Enthusiastic and willingness to try new ways of working.	✓	