



Job Profile

Senior Admissions Manager

Responsible to: Director of External Relations

Full Time, office-based, with 4 weeks holiday (plus bank holidays)

Summary of the Role:

In recognition of the vital importance of having the best Admissions function to support the exciting merger of the boys' and girls' school from September 2024, we are looking for an experienced Senior Admissions Manager. This person will manage the busy Admissions office and the three members of Admissions staff, who will be responsible for admissions of Prep, Senior and Sixth Form pupils.

The Senior Admissions Manager will oversee key elements of the admissions process and line manage three members of the Admissions team. Ideally, they will have strong leadership skills to run the busy department.

The Senior Admissions Manager will carry out the following crucial, but not exhaustive list, of responsibilities:

- chair weekly meetings of the Admissions team to discuss issues and manage the workload across the team
- hold weekly meetings with the Director of External Relations to discuss issues, data and initiatives
- provide weekly up-to-date analysis of pupil recruitment numbers, areas of strength and action points for the future, to the Director of External Relations for Executive Committee meetings
- deal with enquiries from prospective families and manage the process through to conversion
- be up-to-date with best practice across the sector and to present your ideas – and those of your team – to the Executive Committee
- seek to improve the smooth 'customer journey' across the Admissions office
- work closely and communicate clearly with staff across the schools
- ensure the Admissions database is kept up to date
- work with Marketing to ensure up to date information is available on the website for recruitment of new pupils
- assist Marketing in ensuring all Admissions literature is updated
- work with Marketing to arrange and attend Open Day events and follow up post-event to ensure maximum conversion
- be actively involved in promoting the school to feeder schools
- be the main point of contact for overseas agents and the 'voice' of the school for overseas recruitment
- ensure prospective family visits are maximised through meeting with correct members of staff and pupils
- assist in creating an overseas schedule of schools fairs and agent visits and keep up to date with international market trends and how to increase recruitment numbers and diversity in the boarding community



Haberdashers' Monmouth Schools

- produce a schedule of holiday cover across the Admissions team so that the schools always have a colleague on duty to receive phone calls and respond to emails
- oversee an appropriate schedule of communication with Overseas Agents and ensuring that all necessary systems are in place for a smooth admissions process and student visas;
- be prepared to undertake occasional overseas recruitment visits and help organise overseas schedules for visiting staff

Personal Skills

- have previous experience of working within a school or a demanding customer service environment
- be friendly, well-presented and welcoming to prospective parents, whilst being a good listener and having the required amount of empathy
- have a strong sales ethos and have a strong focus on targets
- have a 'hands-on' attitude and be a team player
- be able to write with clarity and accuracy
- be an excellent administrator and be resilient and reliable
- be an excellent time manager
- have a good understanding of office software and a high level of competence in working with data and creating spreadsheets (Excel)
- be a problem solver



Person Specification

<i>Essential</i>	<i>Desirable</i>
Qualifications	
<ul style="list-style-type: none">• 5 GCSE passes Grade A-C (or equivalent) including English and Maths	<ul style="list-style-type: none">• Degree or equivalent• AMICS Certificate in Admissions Management
Experience	
<ul style="list-style-type: none">• Recent administrative work• Experience of working in a busy office environment with the ability to prioritise tasks• Experience of database operation	<ul style="list-style-type: none">• Proven track record working in Admissions
Skills	
<ul style="list-style-type: none">• Excellent communication skills, both verbal and written• Highly articulate and a skilled influencer• Ability to work alone, as part of a team and under pressure• Excellent interpersonal skills, self-motivation and the ability to relate quickly and easily with pupils, parents and staff• Excellent organisational, IT (Microsoft Office) and administrative skills• Meticulous attention to detail• Excellent sales drive and a passion to meet targets	<ul style="list-style-type: none">• Awareness and knowledge of UKVI Compliance• Understanding of international educational frameworks• Brand management and marketing experience• Training in GDPR matters
Personal Attributes	
<ul style="list-style-type: none">• Dynamic, driven and ambitious individual• Empathy with the ethos and aims of the independent school sector• Maintain confidentiality• Sense of initiative, creativity, sense of humour and a calm manner	<ul style="list-style-type: none">• Knowledge of the local area
Other Factors	
<ul style="list-style-type: none">• Flexible approach	