

**JOB DESCRIPTION – SUMMER ADMISSIONS ADMINISTRATOR**

*Candidates are expected to spend time looking at the College website* [*www.stclares.ac.uk*](http://www.stclares.ac.uk) *which provides information about St Clare’s and the courses we offer.*

|  |  |
| --- | --- |
| **JOB SPECIFICATION** | |
| Title of Post | Summer Admissions Administrator |
| Purpose of Role | The Summer Admissions Administrator is the first point of contact for teenagers and juniors enquiring about summer courses. As a representative of the college, it is essential that you make the right first impression on the individual parents and agents who get in touch with you.  Success will depend on building a positive relationship with the client (by phone or email), delivering a high level of customer care and entering data accurately into the booking system. |
| Department | St. Clare’s, Oxford is an independent, non-profit-making educational charity. Over the past sixty years it has become firmly established as an Oxford institution with the aim of ‘advancing international education and understanding’.  The **Summer Courses**, which will be your focus, operate from mid-June to late August. The whole college becomes a busy ‘conference centre’ with a wide range of short courses for **juniors, teenagers and older students** on **three sites** within the city. The Summer Admissions department covers the following courses:   * the full range of summer courses for teenagers and juniors; * IB Summer Courses and IB Teacher Workshops throughout the year; and * Closed Group Courses at various times of the year. |
| Reporting Structure | The Summer Admissions Administrator reports to the Summer Admissions Manager and liaises closely with the Business Manager and the Director of English Language Courses. |
| Key Responsibilities | 1. Displays sound product knowledge of summer courses and related services. 2. Liaises with other members of the Summer Admissions team. 3. Takes primary responsibility for direct enquiries by email, telephone and in person**.** 4. Supports direct bookings throughout the registration process: responding to enquiries, monitoring or inputting student data in CLASS, invoicing, sending joining and visa documents, advising on transfers, taking payments etc. 5. Liaises with Bursary re the collection of payments. 6. Assists personally with arrivals on a minimum of two Sundays during the season (the salary takes this into account). In addition, there may be a requirement to work two further Sundays at Heathrow airport or college campus as required (the junior arrival days), which will be paid at the hourly rate of **£10.69** 7. Supports and covers for colleagues prior to and during the season as required by the needs of summer operation: including transfers, agent bookings, ID cards, taxis, coaches, training etc. 8. Performs other related duties as required by the Principal   The successful candidate will be expected to adapt to the differing requirements of the role as the summer season approaches:   * There should be a free exchange of information in the admissions office. Roles are largely interchangeable and each member of the team will cover for colleagues in the interests of the client. * Pressure in the office builds as the courses become full and alternative start dates and accommodation are offered. Flexible working is also required from late June to late July. |
| **TERMS AND CONDITIONS** | |
| Terms of Employment | Full- time, fixed term contract from 08 January 2018 to 17 August 2018. |
| Place of Work | 139 Banbury Road, Oxford, OX2 7AL |
| Hours of Work | 35 hours per week, working 09.00 to 17.00 from Monday to Friday with a commitment to work some evenings and two Sundays (the salary takes this into account). In addition, there is a requirement to work two further Sundays at Heathrow airport or at 139 Banbury Road (the junior arrival days), which will be paid at the hourly rate of £10.69 |
| Probationary Period | 1 month |
| Notice Period | 2 Weeks |
| Salary / Pay | £19,460 p.a. (pro rata equivalent £11,975 for term of contract)  Salary is paid monthly |
| Holidays | Holiday entitlement is approximately 13.5 working days (depending on start date), plus normal public holidays.  5 days of this entitlement must be kept and taken during the last week of the fixed term contract.  Work on a number of bank holidays may be required, with time off in lieu (the College is usually open for all such public holidays except those at Christmas and the New Year). |
| Pension | A contributory pension is offered through the College’s group personal pension scheme or an existing personal pension scheme. In all cases the employer pays double the contribution of the employee, up to a maximum of 10% of gross salary. Employee contributions above 5% may be made but do not attract employer contribution. |
| Life Assurance | Death in service benefit is four times annual salary |
| Meal | A free lunch is provided in the College outlet units on working days and when students are in residence. |
| Childcare Voucher Scheme | The College operates a childcare voucher scheme |
| **PERSON SPECIFICATION**  *The successful candidate will have demonstrated the following essential skills and experience:* | |
| Education and qualifications | * Good level of computer skills (Word, Excel, etc.) |
| Knowledge, skills and experience | * Proven experience of prioritising workload and meeting deadline/ targets * Proven experience in a similar role * Proven ability to work under pressure role |
| Personal skills and attributes | * Driven, hardworking and enthusiastic individual who pays close attention to detail * Efficient and conscientious * Strong organisational and time management skills * The ability to communicate clearly and effectively with a wide range of people * Strong communication skills in English, both written and spoken |

|  |  |
| --- | --- |
| **References and Pre-employment Checks**  *St Clare’s is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All offers of employment and contracts are issued subject to satisfactory references and outcomes on all necessary pre-employment checks including DBS records and establishing the right to work in the UK. Some or all of these checks may have been undertaken before an offer is made.*  *Under the National Minimum Standards for Boarding Schools, we are required to follow the guidance in Keeping Children Safe in Education and undertake additional checks on employees.* | |
| References | Full written references and phone references on quoted references may be obtained before or after interview. One referee must be your current or most recent employer. References must also include the last place of employment where you worked with children or vulnerable adults. References from friends or relatives will not be accepted. Please ensure referees know they will be contacted and will respond promptly. |
| Identity, right to work and qualifications | Original documents confirming proof of identity, right to work in the UK and relevant qualifications will be required. |
| Police checks / DBS | Police checks / Disclosure and Barring Service checks will also be undertaken for which employees / prospective employees are required to provide information and consent. Candidates who have lived and worked abroad in the last five years will be required to seek good conduct references, or the equivalent, from the countries in which they worked, as a *pre-requisite* of employment. |
| Health questionnaire | Satisfactory completion of a health questionnaire. |
| Prohibition order checks | Prohibition order checks will be carried out for all teaching positions. |

|  |  |
| --- | --- |
| **HOW TO APPLY** | |
| Applications | Applications must be made using the College’s standard application form which can be found on the College website at [www.stclares.ac.uk/recruitment](http://stclares.ac.uk/recruitment).  CVs will only be accepted if accompanied by a St Clare’s application form. |
| Email | Applications should be submitted by email to [recruitment@stclares.ac.uk](mailto:recruitment@stclares.ac.uk) |
| Post | Alternatively, send to:  Recruitment, HR Department, St Clare’s, Oxford, 139 Banbury Road, Oxford  OX2 7AL |
| Contact us | Email: [recruitment@stclares.ac.uk](mailto:recruitment@stclares.ac.uk)  Tel: 01865 552031 |
| Deadline for applications | **Midday on Monday 27 November 2017** |
| Interviews | *Interviews will take place on 7 th* & *8th December 2017*  The interview process will include some testing of key attributes. |