



JOB DESCRIPTION – Admissions Manager

Candidates are expected to spend time looking at the College website www.stclares.ac.uk which provides information about St Clare's and the courses we offer. The Recruitment section provides additional information about the College and the recruitment process.

JOB SPECIFICATION	
Title of Post	Admissions Manager
Purpose of Role	<p>Working with the Head of Admissions and line-managing the Admissions Officer, the Admissions Manager is responsible for the operational delivery of an efficient and effective admissions function for the recruitment of prospective students into the IB World School. This will enable the IB World School to meet student recruitment targets for the International Baccalaureate (IB) Diploma and the Pre-IB course.</p> <p>The Admissions Manager plays a significant role in the promotion of the school, acting as the first point of contact for all new admissions enquiries and builds positive and constructive relationships with prospective families, students, and agents, and creates a seamless admissions process through exceptional customer service.</p>
Department	The Marketing and Admissions Department plays a vital role in recruiting and maintaining the maximum numbers of students for the various courses on offer at St Clare's.
Reporting Structure	The Admissions Manager reports directly to the Head of Admissions. This role has line management responsibility for an Admissions Officer.
Key Responsibilities	<p><u>Admissions</u></p> <ul style="list-style-type: none"> • To undertake the line management responsibility of the Admissions Registrar. • To support the Head of Admissions with much of the Department's day-to-day management and administration – processing applications, co-ordinating visits and meeting and touring families when necessary. • To be responsible for the proactive management and organisation of the admissions office ensuring that enquiries are dealt with effectively and efficiently, following existing and agreed admissions processes and procedures. • To maintain a high level of customer service allowing St Clare's to meet or exceed, student recruitment targets. • To ensure the process from initial enquiry, through to application, testing, interviews, offers, acceptance and induction is seamless and timely. • To arrange for prospective families to visit the school and provide a positive and outstanding introduction with a tour of the facilities, understanding that this is an essential role for the recruitment of students to the school. • To arrange online or in-person interviews with applicants and our Vice-Principals. • To liaise with parents and/or agents to arrange placement tests.

	<ul style="list-style-type: none"> • To undertake the assessment of applications, particularly school reports and references and also scholarship applications. • To work closely with prospective students and their families, agents, and various key stakeholders as they navigate the application process. • To process applications, maintaining accurate and up to date admissions data on the progress of each pending application in accordance with strict guidelines and procedures, and the Data Protection Act. • To monitor, review, and update all applicant communications and touchpoints in the admissions journey, suggesting improvements as required. • To follow-up with parents/agents who did not choose St Clare's, Oxford to inform future admissions decisions. • To support the Head of Admissions in the preparation of admissions data for all reports, including governor reports and weekly numbers. • To maintain an up to date and accurate awareness of the UKVI procedures and guidelines for the UKVI SMS system and inform applicants, parents, and agents very clearly of these guidelines. <p><u>Relationship Management</u></p> <ul style="list-style-type: none"> • To provide a friendly and efficient point of contact between prospective parents, students, agents, and the school concerning all aspects of the admissions process for applicants and enquirers. • To establish regular communication with prospective parents, both verbal and written, ensuring that everyone experiences a welcoming, responsive, and informed introduction to the school. • To establish and maintain efficient and effective working relationships with the wider community of the school's teaching, residential, and support staff. • To ensure systems are in place to encourage families who have shown an interest in St Clare's, Oxford to register for an Open Event or visit the school. • To book personal visits for families wishing to visit beyond the Open Day, liaising with the relevant school parties to ensure the visit meets the family's need. • To welcome all new students on Arrivals Day <p><u>Enquiry and Database Management</u></p> <ul style="list-style-type: none"> • To manage and follow up leads generated from enquiries by telephone, web, email, events, or visits to the school. • To develop, maintain and review Admissions workflow processes to ensure maximum efficiency and to develop systems for monitoring and tracking enquiry and conversion rates. • To manage the admissions CRM for enquirers and applicants and ensure accurate and complete records. • To use our admissions CRM to organise all Admissions communications with prospective families. • To respond promptly to admissions enquiries via phone, email, via the website, or in person, sending relevant material / information and adding a record on the admissions CRM. <p><u>Events</u></p> <ul style="list-style-type: none"> • To Invite prospective students and parents on the CRM to admissions events such as Open Mornings and Information Evenings.
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		<ul style="list-style-type: none"> To assist with all event planning and hosting of open events, scholarship days and taster events, ensuring they are on-brand, highly targeted and delivering the desired outcomes. To ensure that all attendees to student recruitment events are accurately recorded on the CRM, to enable accurate analysis to inform future recruitment strategy. To undertake appropriate follow-up after events in writing, thanking parents for coming and to nurture new connections and build on existing relationships. To update the CRM with new contacts. To attend Scholarship Day and to prepare outcome letters. To support other members of the team in planning induction and orientation days for new students and parents. <p>General</p> <ul style="list-style-type: none"> To provide daily cover and support for the admissions office which includes dealing with student, parent and agent enquiries and liaising with teaching staff. To cover for other admissions team members when required (such as annual leave) by responding to emails, undertaking tours, and responding to telephone calls. To deputise for the Head of Admissions during periods when they are away from the school. To undertake any other task(s) which may be reasonably required by the Head of Admissions, Director of Marketing and Admissions, the Vice Principals and the Principal, to assist in the smooth running of the Admissions Office.
<p align="center">PERSON SPECIFICATION</p> <p align="center"><i>The successful candidate will have demonstrated the following essential (E) or desirable (D) skills and experience:</i></p>		
Education and qualifications		<ul style="list-style-type: none"> Educated to Degree level or equivalent (E) Knowledge of a language or languages other than English (D)
Knowledge, skills and experience		<ul style="list-style-type: none"> Excellent written and oral communication skills (E) Excellent IT skills and experience and a high level of proficiency in the use of CRM/databases (E) Excellent numeracy skills including use of Excel (E) Ability and experience in prioritising tasks, often under circumstances when different tasks and deadlines are conflicting (E)
Personal skills and attributes		<ul style="list-style-type: none"> A positive and proactive approach to teamwork as well as the ability to work independently (E) The ability to work effectively under pressure (E) Excellent attention to detail (E) A willingness to contribute to the very positive working atmosphere that exists in the College (E) Experience of working in a customer focussed role (E) Professional manner and to be able to act as an ambassador for the school (E) Experience of working in an Admissions Department (D)
<p align="center">TERMS AND CONDITIONS</p>		
Terms of Employment	Permanent, Full time,	
Place of Work	139 Banbury Road, Oxford, OX2 7AL	
Hours of Work	35 hours per week	

	The Employee may be required to work hours outside normal hours of employment to meet the needs of the business. TOIL will be given
Probationary Period	6 months
Notice Period	1 Month
Salary/Pay	£33,912
Holidays	22 days' annual holiday entitlement, plus bank and public holidays and the period over Christmas when the College is closed. Some Bank holiday working – Time off in lieu
Pension	A contributory pension is offered through St Clare's group personal pension scheme, following a 3-month deferment period. The employer pays double the contribution of the employee, up to a maximum of 10% of gross salary, i.e. the employer pays up to 10%, and the employee pays up to 5%. Employee's contributions above 5% may be made, but do not attract a matching contribution from the employer.
Life Assurance	Death in service benefit is four times annual salary
Meal	A free lunch is provided in the College dining hall on working days and when students are in residence.

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	<i>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.</i>
Identity, right to work and qualifications	<p><i>Original documents confirming proof of identity, right to work in the UK and relevant qualifications will be required.</i></p> <p><i>Note: We have a legal responsibility to ensure that all our employees have the legal right to live and work in the UK. If we make an offer of employment, we will need to check that you are eligible to work in the UK before you start work.</i></p> <p><i>If you don't already have the legal right to work in the UK, we strongly recommend that you use the Home Office website to review the legal requirements of working in the UK as this will give you an indication of whether you may be eligible to work in the UK.</i></p>
Police checks / DBS	<i>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.</i>
Health questionnaire	<i>Satisfactory completion of a health questionnaire.</i>

HOW TO APPLY	
Applications	Applications must be made using the College's standard application form which can be found on the College website at https://www.stclares.ac.uk/contact-us/recruitment-and-careers/ 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
Post	Alternatively, send to: Recruitment, HR Department, St Clare's, Oxford, 139 Banbury Road, Oxford, OX2 7AL
Contact us	Email: recruitment@stclares.ac.uk Tel: 01865 552031
Deadline for applications	This role will close Wednesday 29th March 2023.