

## JOB DESCRIPTION – Admissions Officer (Fixed-Term)

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	
<b>Title of Post</b>	Admissions Officer
<b>Purpose of Role</b>	<p>The primary responsibility of the Admissions Officer is to assist in processing admission enquiries received through various channels, including the CRM, for both the International College and the Summer School.</p> <p>In addition to managing enquiries, the Admissions Officer will carry out essential administrative tasks related to student recruitment for the International College and the Summer School, ensuring that enquiries are handled promptly and providing a high level of customer service.</p> <p>The Admissions Officer will also assist with onboarding students, ensuring they receive all necessary information before their arrival, and ensuring compliance with all UKVI requirements for international students.</p>
<b>Department</b>	The Marketing and Admissions Department plays a vital role in recruiting and maintaining the maximum number of students for the various courses on offer at St Clare's.
<b>Reporting Structure</b>	The Admissions Officer operates within a dual reporting structure, reporting to both the Director of Summer and Short Courses and the Head of Admissions of the International College. Overall direction will be given by the Director of Marketing, Admissions and Development.
<b>Key Responsibilities</b>	<p>To provide high-quality administrative support and customer service to enable the College to meet student recruitment targets in the following ways:</p> <p><b>Admissions</b></p> <ul style="list-style-type: none"> <li>• Qualifying, responding to, and converting admissions enquiries and leads received via the CRM system (Salesforce), email, online registration forms, telephone, and in person. This includes producing written correspondence, making phone calls, and sending relevant brochures and links in response to these enquiries.</li> <li>• Maintaining accurate and up to date records of enquiries and applicants in the CRM and admissions database, to track the progress of each enquiry and application.</li> <li>• Regularly generating reports from the CRM to facilitate accurate year-on-year comparisons of admissions data, to report to the College's Senior Management Group.</li> <li>• Ensuring excellent customer service and maintaining strong relationships between the College and all enquirers, applicants, parents, agents, other educational institutions, and the public.</li> <li>• Processing bookings efficiently, inputting student data, raising invoices, sending joining and visa documents, advising on transfers, taking payments.</li> <li>• Supporting the Group Programme Coordinator with the admissions process for group bookings on the Summer Schools and Short Courses.</li> <li>• Arranging and conducting tours of the College for potential and current applicants, parents, and agents.</li> <li>• Liaising with Bursary staff regarding the collection of payments and credit control.</li> </ul>

	<p><b>UKVI</b></p> <ul style="list-style-type: none"> <li>• Maintaining an up-to-date and accurate awareness of the UKVI procedures and guidelines.</li> <li>• Ensuring stringent checks are in place in accordance with the conditions through which the College is a licensed sponsor of visa applications.</li> <li>• Ensuring that all information and records regarding visa applications are stored according to UKVI instructions and are readily available for inspection from the UKVI.</li> </ul> <p><b>Monitoring and Reporting</b></p> <ul style="list-style-type: none"> <li>• Monitoring bookings and reservations against capacity. This will involve {producing occupancy reports and circulating sales reports to senior management and other stakeholders}</li> <li>• Producing nationality mix reports to support the sales team's activities.</li> </ul> <p><b>Pre-Arrival</b></p> <ul style="list-style-type: none"> <li>• Providing students with pre-arrival information and ensuring that any relevant information is shared with appropriate stakeholders, e.g. medical notes are forwarded to the College Nurse.</li> </ul> <p><b>Arrival</b></p> <ul style="list-style-type: none"> <li>• Taking a proactive role leading up to and during 'arrival days' for new students. This might involve arranging airport transfers, welcoming new students and their parents and checking and recording passport, visa information and the immigration status for each student in accordance with UKVI instructions.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Providing administrative support for the organisation and delivery of all Short Courses throughout the year.</li> <li>• Occasionally undertaking any other reasonable duties at the request of the Director of Marketing and Admissions, the Director of Summer and Short Courses and the Director of the International College.</li> </ul> <p>While every effort has been made to describe the main duties and responsibilities of the post, each individual task necessary for the successful performance of the role may not be specifically identified. The Admissions Officer may therefore be required to undertake other tasks and duties that are commensurate with the grade and nature of the role and/or in the reasonable discretion of the College.</p>
<b>PERSON SPECIFICATION</b>	
<i>The successful candidate will have demonstrated the following essential (E) or desirable (D) skills and experience:</i>	
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to IB/ A-level or equivalent <b>(E)</b></li> <li>• Educated to Degree level or equivalent <b>(D)</b></li> </ul>
<b>Knowledge, skills and experience</b>	<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills <b>(E)</b></li> <li>• Excellent IT skills and experience including use of Excel and a high level of proficiency in the use of CRM and databases <b>(E)</b></li> <li>• Ability and experience in prioritising tasks, often under circumstances when different tasks and deadlines are conflicting <b>(E)</b></li> <li>• Knowledge of a language or languages other than English <b>(D)</b></li> <li>• Experience of a boarding school, or summer school, college or boarding role would be beneficial <b>(D)</b></li> </ul>
<b>Personal skills and attributes</b>	<ul style="list-style-type: none"> <li>• A positive and proactive approach to teamwork as well as the ability to work independently <b>(E)</b></li> <li>• The ability to work effectively under pressure <b>(E)</b></li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent attention to detail <b>(E)</b></li> <li>• A desire and enthusiasm to engage with markets both in the UK and internationally, and to deliver on the College's student numbers target <b>(E)</b></li> <li>• A willingness to contribute to the very positive working atmosphere that exists in the College <b>(E)</b></li> <li>• Experience of working in a customer-focused role <b>(E)</b></li> <li>• Professional manner and to be able to act as an ambassador for the school <b>(E)</b></li> <li>• Experience of working in an Admissions Department <b>(D)</b></li> </ul>
<b>TERMS AND CONDITIONS</b>	
<b>Terms of Employment</b>	Full-time 12 month fixed-term contract commencing September 2025
<b>Place of Work</b>	139 Banbury Road, Oxford, OX2 7AL
<b>Hours of Work</b>	<p>35 hours per week within college hours of Monday to Friday 08.30am to 18.00, with a one-hour unpaid lunchbreak. Flexibility around the arrangement of hours is open to discussion.</p> <p>The Employee may be required to work hours outside normal hours of employment to meet the needs of the business. Time off in lieu (TOIL) will be given.</p>
<b>Probationary Period</b>	Three months
<b>Notice Period</b>	One month after successful completion of the probationary period
<b>Salary/Pay</b>	£29,000 - £32,000 per annum. Starting salary will be dependent on skills and experience.
<b>Holidays</b>	<p>26 days' annual holiday entitlement, plus bank/public holidays. Some bank/public holiday working will be required when these fall on dates during the College term (time off in lieu will be granted).</p> <p>The College is closed annually from 24th December to 1st January inclusive. The Employee will be required to book holiday during this period.</p>
<b>Pension</b>	A contributory pension is offered through St Clare's group personal pension scheme, following a 3-month deferment period. The employer pays 10% of gross salary 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.
<b>Other benefits</b>	<ul style="list-style-type: none"> <li>• Season ticket loan</li> <li>• Cycle to Work scheme</li> <li>• Subsidised gym membership</li> <li>• Employee Assistance Programme</li> <li>• A free lunch is provided in the College dining hall on working days and when students are in residence</li> </ul>

#### 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.

<b>References</b>	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.
<b>Identity, right to work and qualifications</b>	Original documents confirming proof of identity, right to work in the UK and relevant qualifications will be required.  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.
<b>Police checks/ DBS</b>	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.
<b>Health questionnaire</b>	Satisfactory completion of a health questionnaire.
<b>HOW TO APPLY</b>	
<b>Applications</b>	Applications must be made using the College's standard application form which can be found on the College website at <a href="https://www.stclares.ac.uk/contact-us/recruitment-and-careers/">https://www.stclares.ac.uk/contact-us/recruitment-and-careers/</a>  CVs will only be accepted if accompanied by a St Clare's application form.
<b>Email</b>	Applications should be submitted by email to <a href="mailto:recruitment@stclares.ac.uk">recruitment@stclares.ac.uk</a>
<b>Post</b>	Alternatively, send to: Recruitment, HR Department, St Clare's, Oxford, 139 Banbury Road, Oxford, OX2 7AL
<b>Contact us</b>	Email: <a href="mailto:recruitment@stclares.ac.uk">recruitment@stclares.ac.uk</a> Tel: 01865 552031
<b>Deadline for applications</b>	9am on 15 <sup>th</sup> August 2025  Earlier applications are welcomed, and the College reserves the right to shortlist when a suitable field is available.