

ADMISSIONS MANAGER

Candidate Pack



WINCHESTER
HOUSE



JOB PURPOSE

- Working with the Registrar, responsible for pupil recruitment and the admissions process, from initial enquiry to the pupil joining the School.

RESPONSIBILITIES

- Manage initial incoming admission enquiries to the School.
- Provide information about the School and its mission to everybody who enquires, either by phone, email or face-to-face in a timely manner.
- Build and maintain, for as long as necessary, an inclusive relationship between the School and prospective families, identifying any points of interest, ensuring that swift communication is employed at all times.
- Coordination of private tours for prospective families ensuring all relevant information is gathered beforehand and communicated with the Head.
- Plan, organise and deliver all Open Days, managing invites and liaising with the relevant teaching and support staff regarding the itinerary, catering, grounds, signage and tours.
- Liaise with the Head to ensure timely and personal follow ups following private tours and Open Days.
- Ensure the best possible first impression of the School and 'customer experience' for all visiting parents.
- Organise pupil familiarisation days and assessments, liaise with the wider staff team on approving school place offers and informing families of decision.
- Maintain effect tracking of new enquiries/applicants through each stage of the admission process on iSAMS: enquiry, pre-application, application, decision, registration and deposit payments.
- Liaise with finance to ensure funds are received at the relevant stages of the admissions process including the issue of the first fees invoice.
- Manage confirmed new pupil process, ensuring all necessary paperwork (including contractual paperwork) and information is obtained and shared with appropriate departments before the first day to ensure a smooth start at the School.
- Plan, organise and deliver the annual New Families Tea Party, managing invites and liaising with the relevant teaching and support staff regarding the itinerary, catering, grounds, signage and tours
- Build effective relationships with the 'Friends of Winchester House' (current parent year group representatives) who welcome new families into the School community. This includes arranging attendance at Open Mornings, New Families Tea Party and other events. Ensure new families' contact details are shared with the 'Friends' (once permission is given).
- Produce weekly report for the Director of Prep Marketing & Admissions, to include current numbers, recruitment narrative, forecast across the year and projections for future years.
- To record and accurately forecast the availability of places and liaise with the Leadership Executive Assistant to keep detailed records of the leaving status of all pupils (to include notice period provided, departure dates, destination schools, forwarding addresses).
- In conjunction with the Director of Prep Marketing & Admissions and the Registrar ensure the prospectus information is accurate and complete.

- Liaise regularly with the Director of Marketing on potential gaps in pupil recruitment.
- Work with the Director of Marketing & Admissions to create a first class customer journey for prospective parents. Regularly reviewing the dynamic process to ensure procedures are up to date, compliant with all relevant regulations and effectively implemented.

PERSON SPECIFICATION

- An understanding of the principles of sales and marketing.
- Experience in customer-facing roles.
- Ability to understand and interpret data in spreadsheets and reports to provide accurate and useful forecasts and management information.
- Ability to work in a fast-paced environment and to multi-task.
- Excellent literacy and numeracy skills.
- Excellent organisational skills.
- Meticulous attention to detail.
- Excellent verbal and written communication skills.
- Ability to build effective working relationships with children and adults.
- A proven ability to prioritise and organize self and others.
- Resilient and able to cope with the rigours of a busy environment.
- Good general ICT skills, including Microsoft Office and CRM databases.
- Enjoyment of working with children.
- Reliable and flexible with a 'can-do' attitude.
- Discretion, sensitivity and diplomacy, to help build good relationships with external and internal stakeholders.
- Commitment to promoting the ethos and values of the school.
- Commitment to maintaining confidentiality at all times.
- Commitment to safeguarding pupil's wellbeing and equality.

TERMS & APPLICATION

- Salary: fte £27,290pa. Actual salary £12,842pa (dependent on qualifications and experience)
- Application form and supporting letter to be emailed to Karen.hart@winchester-house.org
- Closing date for applications: 9am Monday 29th November 2021
- Initial interviews: Week commencing 6th December