DEPARTMENT | Admissions
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REPORTS TO | Registrar
RESPONSIBLE FOR | N/A
WORKING PATTERN | Full time – term time and School holidays (your employment contract will give full details)
ISSUE/REVISION DATE | May 2019

BACKGROUND

Harrow School is one of the world’s most famous schools. Founded in 1572 by a local yeoman farmer, John Lyon, under a Royal Charter granted by Queen Elizabeth I, it is located on a 324-acre estate encompassing much of Harrow on the Hill in north-west London. Around 830 boys aged 13 to 18, who come from all over the UK and across the world, live in the School’s 12 boarding houses, and there are about 120 academic staff and over 500 support staff.

All members of staff work to a single, unifying purpose: to prepare boys with diverse backgrounds and abilities for a life of learning, leadership, service and personal fulfilment.

Each year, the School admits up to 170 boys into Year 9, in the September following their 13th birthday, and up to 20 boys, normally aged 16, into the Sixth Form (Year 12). The Admissions team deals with all aspects of admission to Harrow School, including scholarships, bursaries, entry exams, parent visits, open mornings and junior school liaison. Each year, the School awards scholarships for excellence in academic study, the arts or sport, as well as providing significant financial support via means-tested bursaries to families of capable boys who might not be able to afford the fees.

THE ROLE

The Admissions Officer is primarily responsible for the smooth running of the Admissions office and the administration of admissions to Harrow, in particular the organisation of the Common Entrance examinations and the Harrow Test as well as other assessments for entry. He/she will also provide effective and efficient administrative support for the Registrar and other members of the Admissions office. The wide-ranging nature of the role is outlined in the job description.
KEY RESPONSIBILITIES AND DUTIES

This job description reflects the core activities of the role and is subject to change as the department and the post-holder develop. The School expects that the post-holder will recognise this and will adopt a flexible approach to work. In addition, the post-holder will be expected to undertake such other duties within the scope of the role as may be required by the line manager.

General

▪ Compose and process correspondence using Microsoft Office
▪ Process applications
▪ Provide a point of contact for prospective parents and staff
▪ Maintain records on student records database
▪ Undertake other duties appropriate to the grading of the post as may be assigned by the Registrar and the Assistant Registrar from time to time in the light of changing circumstances and requirements

Office administration

▪ Have responsibility for the smooth running of the Admissions office, including its overall maintenance, and be the first point of contact for staff regarding administrative matters
▪ Have responsibility for recording all annual leave, extra days and absences of the Admissions staff
▪ Ensure that the Admissions office has an adequate supply of marketing material: Year 9, Sixth Form and Scholarship and Bursaries factsheets and forms
▪ Have responsibility for systems/databases in the office
▪ Arrange Admissions departmental meetings and take the minutes of these
▪ Order stationery and general office supplies
▪ Deal with email and telephone enquiries
▪ Assist with greeting visitors when required
▪ Ensure filing is kept up to date
▪ Provide general administrative assistance during busy periods and School holidays
▪ Supervise the gap student in sending out of prospectuses on a weekly basis

Admissions and withdrawals

▪ Be responsible for the administration and organisation of Common Entrance examination, the Harrow Test and boys sitting tests outside these assessment periods
▪ Liaise with the Visits Co-ordinator and the Database and Administrative Assistant at the end of the Spring and Summer terms regarding outstanding references that are required for the Harrow Test assessments
▪ Liaise with the Awards and Sixth Form Registrar’s assistants regarding Sixth Form and scholarship offers
▪ Liaise with Academic Asia in Hong Kong regarding Year 9 applications, assessments and the Top Schools event
▪ Be responsible for logging the withdrawal of applicants from each year group on the database, confirming withdrawals with parents, and informing relevant staff members about these
▪ Prepare files of new boys for House Masters at the end of year academic year

Budgets and Finance

▪ Assist the Registrar with the Admissions budget
▪ Allocate invoices to the appropriate budget codes, seek the Registrar’s approval and approve using Concur
▪ Liaise with the Admissions Assistant to ensure that Registration Fees and Entry Deposits have been paid and recorded and that Entry Deposit payments have been chased, where necessary
- Liaise with the Bursar’s office annually regarding possible Registration Fee, Entry Deposit and School fee increases for the following year

**Information Management**

- Provide the Music Schools, House Secretaries and the Medical Centre with information regarding boys in their year of entry to the School and ensure the accurate transfer of registration information to the database manager annually
- Provide reports and statistics when required
- Be responsible for systems/databases in the Admissions department

The post-holder’s responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible or with whom s/he comes into contact will always be to adhere to and ensure compliance with the School’s Child Protection and Safeguarding policies and procedures. If, in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to his/her line manager or the School’s Designated Safeguarding Lead.

This position is subject to an enhanced check with the Disclosure and Barring Service in the event of a successful application. Copies of the School’s Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the HR team.
PERSON SPECIFICATION – Admissions Officer

All staff are expected to conduct themselves in line with the School’s Values, which are **Courage, Honour, Humility** and **Fellowship**.

Post-holders/candidates will be expected to demonstrate the following:

**QUALIFICATIONS, EDUCATION AND TRAINING**

**ESSENTIAL**
- A good general education

**DESIRABLE**
- Office administration-related qualifications

**KNOWLEDGE AND EXPERIENCE**

**ESSENTIAL**
- Experience in a customer-focused environment
  - Demonstrable experience in an administrative role

**DESIRABLE**
- Experience in a marketing context
- Experience in admissions

**SKILLS AND ABILITIES**

**ESSENTIAL**
- High level of IT proficiency including substantial use of databases, Word (including mail merge), Excel, the internet and email
- Ability to deal confidently with enquiries from prospective parents, head teachers and other members of staff
- Excellent organisational skills with the ability to work as part of a team and on own initiative
- Excellent oral and written communications skills
- Professional telephone manner
- Ability to think and work quickly and calmly when under pressure
- Initiative and common sense
- Excellent time-management skills and the ability to prioritise workload
- Able to deal professionally with a variety of individuals

**DESIRABLE**
- Familiarity with iSAMS student record system

**PERSONAL ATTRIBUTES**
- Pleasant outgoing personality with excellent interpersonal skills
- An empathetic and friendly approach to staff, prospective parents and applicants, and current pupils
- Systematic and logical
- Highly motivated, pro-active and flexible
- Reliable and approachable
- Sense of humour
- Conscientious
- Patience
- Enthusiasm, willingness and flexibility
- High standard of personal presentation
- Discretion and confidentiality
- Able to remain calm in stressful situations
- Take pride and responsibility in work done
- Able and willing to multi-task
- Strict adherence to rules of confidentiality, data protection, equality and diversity
- Able to work as part of a team