



Admissions & Office Administrator (Maternity Cover)

JOB DESCRIPTION

Full Time during Term Time

(plus four weeks during holidays per annum by arrangement)

Summary

The Admissions & Office Administrator will report to the Head of Admissions, Head of Marketing and the Bursar with the second line manager being the Headmaster, Mr Duncan Murphy.

Admissions

The Admissions & Office Administrator will assist with admissions enquiries and ensure a welcoming, knowledgeable impression of KHS before collating relevant information prior to prospective families visiting the school. He/she will assist with the overall management and day-to-day running of the Admissions and Marketing departments whilst being based primarily in the school office.

Office

The Admissions & Office Administrator will work with the school secretary as 'front of house' to receive visitors, process incoming telephone calls, deal with general enquiries and provide administrative assistance, as well as first aid if needed, whilst conveying a professional impression of KHS and supporting its effective organisation and management.

School Background

KHS is an independent day school for approximately 250 pupils aged up to 16 years. A move to co-education commenced in September 2021. Founded in 1899, the school is situated in a leafy suburb of Epsom within easy reach of public transport links. In 2016, the decision was taken by governors to extend educational provision at Kingswood House up to 16+. Importantly, a precedent has been set for the school to be bold and embrace change.

Furthermore, the school has over time cultivated a special niche by having a well-resourced and knowledgeable study centre on site which offers outstanding support for children with Special Educational Needs (SEN). As such, Kingswood House aims to fill a tangible gap in the Surrey and London market by presenting itself as a smaller, supportive environment with excellent pastoral care and emphasis on family values - that may suit many pupils for whom a big, competitive school might be the wrong fit.

The school's strapline is "A Preparation for Life" and we offer a pioneering life skills programme and emphasis on learning beyond the classroom. Ultimately, we aim to challenge, nurture and inspire young people to succeed in a global community.

KHS is an equal opportunities employer and sets out to be caring and reasonable in its approach to all staff; it values its staff and believes in the right of every employee to have access to professional development and a robust performance management programme.

KHS is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Main Duties and Responsibilities

Admissions

Maintain the school database for current and prospective pupils, current staff and Governors and circulate contact details as required.

Ensure stock of all admissions information and supporting literature in hard copy is up to date.

Coordinate all admissions to the school including:

- Initial contact
- Send out prospectus and supporting documentation
- Arrange initial visits and tours
- Generate summary of key initial information for each prospective pupil
- Coordinate taster days
- Compile scholarship lists upon award
- Send all offer letters, once checked and approved
- Liaise with Senco re SEN
- Keep all relevant administrative, teaching and support staff informed as necessary
- Liaise with parents to collect Senior deposit by the end of Year 7
- Ensure all Registration, Acceptance Forms and Joining Details are accurately completed and work with Assistant Bursar to collect monies due
- Work with the Bursar to help complete admissions information on annual census returns
- Maintain accurate medical lists, including allergies and dietary requirements, and disseminate as needed
- Advise local authority of every joiner and leaver
- Send DSL letters to previous schools in relation to new joiners

Update and distribute Form Lists, House Lists and White Lists termly or as required and regularly update pupil numbers for Head and Governors.

Work with the Heads of Admissions & Marketing to coordinate all Open Days and other marketing events and be a public face of the school.

Attend regular meetings with the Admissions & Marketing and Office teams as required.

Attend regular meetings with Bursarial department as required.

Ensure sound and timely liaison with all relevant stakeholders, both internal and external.

Office

Work in partnership with the School Secretary & Headmaster's PA to provide an outstanding, welcoming office environment, which is conducive to the efficient operational running of a first class independent School.

Greet all visitors to the School site with courtesy and enthusiasm, ensuring that they are signed into the visitors' book, receive a visitors badge and are attended to and looked after appropriately.

Process general enquiries, ensuring these are promptly and politely dealt with, or passed on to the relevant member of staff.

Ensure that the Reception area conveys a first-class and professional impression of the School.

Operate the School telephone system, receiving incoming calls and passing them on appropriately in a timely and efficient manner. Taking accurate messages as appropriate.

Ensure all necessary documents (including registers), mobile phone and loud speaker are taken out to the meeting point during a fire alarm.

Work to ensure procedural safety and understanding during a lockdown situation.

Respond to, and forward, emails as appropriate.

Work with staff to maintain accurate pupil registers, receiving telephone calls from parents and following up on any absences by contacting parents and passing on information about absentees to the appropriate staff. Check on absentees not reported to School.

Maintain and update the electronic information board located in the office.

Other Administration

Assist with the timely and accurate preparation, processing and distribution of School notices, risk assessments, correspondence and other official documents, as required.

Liaise with relevant staff over numbers for breakfast club, late club and prep each day.

Frank all School mail leaving the site. Ensure that the mail including parcels, documents and exam papers are securely dispatched by the most appropriate method, depending on the urgency and cost.

Co-ordinate, as required, parcels and other packages received for members of the School community.

Attend staff meetings and Insets as required.

Assist with First Aid:

- Administration of first aid and medication to pupils
- Maintain/update pupil medical records
- Keep staff and kitchen informed of pupils with medical needs and allergies
- Record and maintain accident and medication books in accordance with H&S regulations
- Restock First Aid bags and medical supplies
- Inform parents/pupils/staff of health/medical situations as needed in a caring and timely manner

Help edit marketing literature and keep a showcase file of up to date newsletters for visitors.

Contribute to the effective and up-to-date image of the school on its social media accounts and school website.

Undertake training to use ENGAGE and assist with all aspects of administration, as needed.

Support any critical incident within the School acting as the initial communication point, if needed, and dealing with telephone calls and enquiries immediately and appropriately in accordance with School policy guidelines.

Work in support of the Bursarial department and other members of the marketing or office team to undertake other reasonable tasks and administration work, as required.

Skills Required

Getting the job done: on time and in a warm and professional manner; remaining calm in a crisis, monitoring the quality of service provided and acting on it as necessary; evaluating options and showing good judgment to achieve the best outcome and to convey a first class impression of the School at all times.

Showing resourcefulness: manages own time effectively and able to prioritise work and meet deadlines; has excellent ICT and telephone skills; observing confidentiality as required; able to manage information effectively, ensuring that this is up-to-date and discharged appropriately, able to manage the postal system efficiently and to follow procedures and recommend improvements when they arise.

Takes personal responsibility: for own work; is adaptable, flexible, responsive and reliable and able to work with little supervision but seeks guidance where necessary; raising awareness on issues and keeping people informed; not a 9-5 worker but able to be flexible as the need of the job demands in a busy working environment.

Works well with other people: able to deal equally professionally, politely and efficiently with pupils, parents, colleagues and other visitors to the School; is a good team member developing sound working relations with colleagues, supporting, advising and willingly sharing information and expertise; able to receive instruction and self-appraise as needed

Communicates clearly and well: and sensitively to a range of different people face to face, on the telephone or electronically; able to listen carefully, advise professionally; respond to feedback and keep accurate and clear written records.

Aims and Ethos

Work with consistency and empathy in support of the aims and ethos of Kingswood House and undertake any reasonable request from the Headmaster to help achieve this objective.

N.B. The duties and responsibilities shown above are not intended to be exhaustive and the post holder will be expected to be flexible and to take on new responsibilities as necessary to meet the changing needs of the School.