



# Admissions Assistant

## Full time

### General

Dean Close School, occupies a 50 acre campus close to Cheltenham Spa railway station and about 3 miles from the M5 motorway. The centre of Cheltenham, with all its facilities, both sporting and cultural, is just over a mile away. The Dean Close Foundation as a whole is characterised by its strong Christian ethos, evidenced in a warm and friendly environment across the Schools, where good relationships are viewed as pivotal in enabling all Schools to fulfil their purpose in providing an excellent all –round education.

### The Person

We are looking for a competent colleague to join our busy Admissions team and work across the Prep and Senior School. The post provides an opportunity to join a busy department, providing administrative support and handling all aspects of pupil admissions. We would therefore welcome applications for a person with the following essential skills:

- Superb customer care and sales skills: enthusiasm and approachability – able to put visitors at ease, excellent communication and interpersonal skills.
- Superb organisational skills and efficiency, with a meticulous eye for detail.
- Professional telephone manner.
- To be trustworthy and discreet and comfortable working with sensitive and confidential material.
- Strong IT skills, particularly in Excel, but to include Outlook, Database Administration and Word
- To have a flexible approach for busy periods with a 'can do' attitude; adaptable and open to new ideas.
- Ability to prioritise tasks quickly and efficiently, with an ability to work methodically; calm under pressure with no loss of accuracy.
- Ability to work to tight deadlines.

### Main responsibilities

- Answering telephone calls confidently from prospective and current parents, providing standard advice and guidance or passing on to someone senior, if necessary.
- To respond to correspondence in a systematic and timely manner, including the sending out of prospectuses and literature packs, within standardised timescales from receipt. This will include sending out information to individual enquirers and Educational Agents in response to website enquiries, telephone calls, e-mails and letters.

- To ensure accurate and timely database entry of enquiries and maintenance of records.
- To arrange School visits as required, liaising with key staff in both the Prep and Senior Schools.
- To collect and acknowledge registration fees and entry deposits, liaising with the Bursary to ensure all such deposits have been received.
- To arrange taster and examination days for prospective pupils, in liaison with House and other key staff.
- To send out follow-up mailings to individual visits, Open Mornings and other events.
- To assist in the administration of entrance and scholarship exams where required.
- To assist with the planning and operations of the annual cross-schools Open Mornings and other Marketing and Admissions-related events, as required e.g. timings, staff, tour guides, catering. *(N.B This will include some evening and weekend work.)*
- To ensure that the Bursary is informed of offers made, offers accepted and new joiners.
- Update and send Joining Literature to new joiners annually and for in-year joiners.
- Transfer of pupil information from Admissions to the School's database.

### **Miscellaneous**

- To provide general administrative and secretarial assistance for the Admissions Department, including keeping up to date electronic appointments diaries as appropriate.
- To attend review and planning meetings with the Admissions and Marketing Teams where appropriate.
- To undertake additional tasks which have not been listed but are necessary for the department to function at an excellent level.

### **Hours**

- Full time - 37½ hours per week
- Year round - 52 weeks
- Annual Leave - 25 days plus Bank Holidays