



# CHARTERHOUSE

## ADMISSIONS ASSISTANT (Under School) - JOB DESCRIPTION

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Responsible to: Admissions Registrar

Internal Relationships: Other Admissions staff, iSAMS team, Finance, Marketing, Headmaster's Office, Bursary, members of Brooke Hall (academic staff) and Support Staff

External Relationships: Prospective parents, guardians and pupils, Old Carthusians (i.e. alumni), current and former parents, feeder schools and outside agencies

### **The School**

Charterhouse is a beautiful school and a wonderful place to live and work. It was founded in 1611 and moved to its present magnificent 250 acre site near Godalming in Surrey in 1872. Few schools can offer such a splendid backdrop for teaching and learning, and the School community is very strong, with excellent relationships between pupils and staff.

As part of our ambitious new plans, and building on the success of our Sixth Form – where girls have flourished since 1971 – we are excited to be moving to full coeducation from the age of 13 and look forward to welcoming our first girls into the Fourth Form in September 2021, the year in which we will celebrate half a century of girls at Charterhouse. There will be girls in every year group from September 2023. The pupil roll will grow over the next decade from 820 today to around 1,000, with the increase representing additional places for girls. We have all seen first-hand the benefits of coeducation in our Sixth Form, which is highly regarded by both boys and girls. We now want to extend those social, cultural and academic advantages to the whole community. With our move to coeducation, we aim to bring out the very best in all pupils, in all years.

### **1 - Basic Purpose of the Job**

The Admissions Department is responsible for all aspects of the admission of pupils to the School. The department has a wealth of knowledge to assist parents from their initial enquiry, through to when their child joins the School. The Admissions Assistant role is demanding and fast paced and it is essential that the job holder is able to work efficiently, whilst maintaining a high level of accuracy.

The post of Admissions Assistant is an important role within a very busy and critical department of the School. The Admissions Assistant will provide a first class service to prospective parents and others who are enquiring about admission to Charterhouse and will provide administrative support to the entire team, as directed by the Admissions Registrar, to ensure the smooth running of the department.

## **2 - Main Duties**

### Admissions Administration

- Act as the main point of contact and provide detailed advice on entry requirements, procedures and other general enquiries concerning the School admissions to all interested parties by telephone, email and letter.
- Reply to prospectus requests and send out the literature.
- Ensure accurate entry and maintenance of future pupil database records; produce reports on Admissions data as required; record any enquiries coming from external events or overseas trips.
- Process registrations and deposits, including any refunds for all entrants, send out receipts and reconcile money received with accounts.
- Respond to requests for prospectuses in a timely manner. This involves liaising with the Marketing department, collating of materials and dispatching the completed packs, ensuring all literature is kept up to date.
- Maintain the current paper filing systems for all candidates from the initial enquiry through to the joiners' paperwork.

### General Office Administration

- Ensure smooth running of the Admissions Office by maintaining supplies of stationery and prospectuses etc and monitoring office equipment, making sure all is in good working condition.
- Use a variety of software packages to manage data, produce documents and presentations.
- Manage office correspondence by sorting and distributing incoming post and organising and sending outgoing post.
- Draft, format, print and scan documents as instructed.
- Prepare and manage department mail merge activities.
- Ensure the manual and electronic filing system is correct and kept up-to-date.
- Assist in planning and arranging events, including organising catering.
- Any other administrative duties that are reasonable and appropriate to the role.

### Additional Tasks - undertaken at specific points during the year

- Assist in the administration of entrance tests and interviews, and Scholarship assessments.
- Prepare and distribute admissions/marketing materials including (but not limited to) induction packs, joining packs, event invitations and subject choices. This includes collating of forms and replies and chasing missing information.
- Assist with the individual assessment sessions for year 6 and 7 applicants (to include the ISEB pre-tests and interview process) including booking rooms, as required, and looking after the applicants during the assessment sessions.
- Support organisation and test invigilation before and on selection and testing days, as and when required, including occasional Saturday working.

- Assist the Director of Admissions to design and implement efficient and effective working systems and to review and improve such systems over time, as required.
- Help with the running of events as required. This will include the occasional evening and Saturday working.

#### **4 - Knowledge and Skills Required**

##### ESSENTIAL

- Practical experience of working in an office environment
- Ability to complete complex administrative tasks with minimal supervision
- Experience of working with different stakeholders
- Excellent general IT skills such as fast and accurate keyboard skills and good understanding of databases
- Excellent organisational skills with the ability to prioritise work and meet deadlines
- The ability to work independently and as part of a small team
- Proficient user of Microsoft Office Suite
- Proven track record of setting up and running a range of administrative tasks
- Experience of dealing with a vast number of email and telephone enquiries

##### DESIRABLE

- Experience of school administration (including iSAMS)
- Knowledge and awareness of the importance of confidentiality and data protection

#### Qualifications

##### ESSENTIAL

- Intellectually robust with a good standard of education
- GCSE or equivalent level in Maths and English

##### DESIRABLE

- A qualification in computing skills or related area

#### Personal Competencies / Skills

##### ESSENTIAL

- A systematic and thorough approach to work
- Meticulous attention to detail
- Methodical, reliable and organised, able to work to tight deadlines
- Outstanding ethos for customer service
- The ability to multi-task on a daily basis
- Highly professional in manner and approach to work
- Reliable, flexible and willing
- The ability to use imagination to problem-solve and undertake tasks in the most effective way possible
- Very good organisational skills, with the ability to prioritise, plan ahead and carry out work so as to meet deadlines and achieve goals
- Able to work accurately under pressure

- A good standard of written and spoken English and a pleasant telephone manner
- Highly discreet, and able to maintain confidentiality, at all times
- A team player
- Possess a positive and strong 'can do' attitude; able to take initiative when necessary; enthusiastic and willing to contribute ideas
- Sense of humour

## **6 - Special Working Conditions**

Working hours for this role are Monday to Friday, 0900-1730, all year round, with the occasional requirement during term time to work in the evenings and on Saturdays for events for which you will be given time off in lieu to be taken in the school holiday period. A willingness to be flexible in working hours is essential. All holidays must be taken during school holiday periods.

Part time working as part of a job share will be considered for the right candidate.

### Safeguarding

The Job Holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact, will be to adhere to and ensure compliance with the School's Safeguarding Policy at all times. If, in the course of carrying out the duties of the post, the Job Holder becomes aware of any actual or potential risks to the safety or welfare of children in the School they must report any concerns to the School's Designated Safeguarding Lead.

## **7 - Benefits of Employment**

<i>Salary</i>	Commensurate with the skills and experience of the successful candidate
<i>Holiday</i>	25 days plus 8 statutory bank holidays. It may not be possible to take public holidays during term-time, and time off will be given in lieu.
<i>Benefits</i>	<p>Membership of the Charterhouse Club (sports centre)</p> <p>Inclusion in Personal Accident Insurance Cover</p> <p>Employee Assistance Programme</p> <p>School lunches are usually available throughout the year</p> <p>Death in Service Benefit</p> <p><i>Benefits subject to eligibility criteria:</i></p> <p>Contributory Pension Scheme</p> <p>Subsidised membership of School Golf Club</p> <p>Cycle to Work Scheme</p>
<i>Notice</i>	Two weeks during the probationary period (six months). Once the appointment is confirmed both parties are required to give at least one months' notice.

## 8 – Application

### Application

Applications should be made in accordance with the School’s application and safer recruitment procedures, via the School’s website, selecting the relevant vacancy. This will take you to our online recruitment system and give you the opportunity to register and complete an application form. You will also have the opportunity to upload your latest CV.

The link to our vacancies is:

<https://www.charterhouse.org.uk/about-us/employment-opportunities>

### Interview and Selection Process

- At least one interview with the Director of Admissions and HR Manager and a skills test
- Tour of the School (if permitted).

Closing time and date for applications is Sunday 18 April 2021.

It is anticipated that the interviews will take place during the week of 26 April 2021.

In case of any queries, please email: [agatascotthubbard@charterhouse.org.uk](mailto:agatascotthubbard@charterhouse.org.uk)

*All successful job applicants will be required to undertake a Criminal Record check and to undergo child protection screening.*