



**SHERFIELD**  
SCHOOL

## **APPLICANT INFORMATION PACK**

**HEAD OF ADMISSIONS & OFFICE MANAGER**



Dear Candidate,

**Head of Admissions & Office Manager**

Thank you for your inquiry about the above role at Sherfield School.

Sherfield School is an outstanding independent co-educational boarding and day school in the heart of rural Hampshire. It is steeped in history, which can be traced back to the twelfth century. Sherfield Manor became a school in 1947 and became part of the GEMS international family of schools in 2004.

We offer a rich education designed to allow our pupils to flourish in a rapidly changing and challenging 21<sup>st</sup> Century world.

As part of the GEMS organisation, with links to 85 schools around the world, we enjoy the benefits of being part of one of the world's leading education providers whilst retaining the ambience of an English country public school. Our staff have a range of professional backgrounds; from experienced teachers within the independent sector and high performing academies to the best new teachers from university. Great teachers inspire great pupils. Central to our aim is developing global citizens which is greatly enhanced by being a key member of the GEMS family of schools with worldwide networks. GEMS pay close attention to training and supporting new and experienced educators and support staff. A career within education is very rewarding when you have the right support and opportunities to develop.

GEMS Sherfield School is committed to safeguarding and promoting the welfare of children and young people and have a range of policies and procedures in place which promote safeguarding and safer working practice across the school. We expect all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to enhanced Disclosure and Barring Service checks along with other relevant pre-employment checks, including checks with past employers.

I look forward to receiving your application. In the meantime if you have any queries about the position please contact Sally Holmes, [s.holmes@sherfieldschool.co.uk](mailto:s.holmes@sherfieldschool.co.uk)

Yours sincerely,



Chris James-Roll  
**Acting Head Master**



# SHERFIELD SCHOOL

## **HEAD OF ADMISSIONS AND OFFICE MANAGER**

**To commence as soon as possible**

Salary: £37,306 - £40,057 per annum FTE (depending on experience and qualifications).

We are seeking to appoint a pro-active and enthusiastic Head of Admissions who will also have responsibility as Office Manager, looking after whole school administrative duties.

As Head of Admissions, you will manage, promote and develop the school's admissions process ensuring a professional, warm, welcoming service for prospective parents, pupils, feeder schools, agents and the wider public. The post holder will maintain a constant turnaround of pupil expressions of interest, applications and interviews throughout the year and will play a key part in the planning, preparation and execution of key admissions-related public events such as Open Mornings. With a whole school approach, the post holder will ensure that they gain a thorough understanding of the academic and pastoral experiences that pupils can expect at the school therefore a good understanding of boarding, overseas recruitment, SEN and a broad ability level curriculum would be desirable.

As Office Manager, we're looking for a candidate who can turn their hand to all requirements and can be flexible with day to day duties, has excellent communication skills and will manage the smooth day to day running of the administration process across the school. You will be responsible for a collaborative and friendly team and therefore previous supervisory experience is essential, along with exceptional organisation skills.

This is a significant role as part of the support team within school and a very exciting opportunity for a dynamic, self-driven person to develop the role and to make a significant impact. The over-riding qualities required are initiative, a drive to deliver results, and a secure skills base both in terms of personal attributes, sales ability and using IT to deliver efficiency and inform planning.

The successful candidate will need to be highly organised, has a calm, courteous, professional and friendly approach along with the ability to work under pressure, meet deadlines and work effectively as a team member in our busy environment. We are looking for a confident communicator, a team player with a positive attitude, who is dedicated to delivering to an exceptional standard. If this sounds like you, we'd love to hear from you!

This is a permanent full time post, working 40 hours per week, Monday to Friday, covering 7.45am–5.00pm, Monday to Friday on a rota basis, with 30 minutes' unpaid lunch break. We offer a competitive salary and a fantastic working and learning environment.



# SHERFIELD SCHOOL

The successful candidate will be expected to work flexibly, covering for other members of the administration team in their absence and taking part in other school events. Benefits include:

- Meals are provided free of charge when on duty and when the school's kitchen is open during school holiday periods;
- 25 days' annual leave plus public holidays (pro-rata'd if part time);
- Contributory Pension Scheme;
- In-house training;
- Up to 50% discount on school fees for 2 children attending Sherfield School, pro-rata'd if part time.

Full details of the post and an application form may be obtained from the Sherfield School website.

**All candidates are required to complete an application form in full. Please note that applications must be made on the School's application form and accompanied by a covering letter of no more than 500 words.**

To apply, please send your letter and Sherfield application form via post to: Sally Holmes, Sherfield School, Sherfield on Loddon, Hook, and Hampshire, RG27 0HU **OR** electronically via e-mail: [s.holmes@sherfieldschool.co.uk](mailto:s.holmes@sherfieldschool.co.uk)

Applications will be considered on receipt and an appointment may be made before the closing date. Therefore, it is recommended that if you wish to apply for this position you do so as soon as possible.

**Closing Date for Applications: 10 August 2018**

Interviews will be held shortly afterwards.

**GEMS Sherfield School is committed to safeguarding and promoting the welfare of children and young people and have a range of policies and procedures in place which promote safeguarding and safer working practice across the school. We expect all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to enhanced Disclosure and Barring Service checks along with other relevant pre-employment checks, including checks with past employers.**



## Job Profile: Head of Admissions and Office Manager

<b>JOB TITLE:</b>	Head of Admissions and Office Manager	<b>DEPARTMENT:</b>	Administration
<b>REPORTS TO:</b>	HR Officer	<b>LOCATION:</b>	Sherfield School

**Hours:** 40 hours per week, covering 7.45am–5.00pm, Monday to Friday on a rota basis, 30 minutes' unpaid lunch break.

**Terms:** Permanent full time, all year role, 25 days' annual leave plus bank holidays (to be taken during the school holidays), pro rata'd if part time.

**Salary range:** NJC Pay Range\* NJC 42 - 45 £37,306 - £40,057 FTE

*\*The NJC for Local Government Services does not have statutory force within Sherfield School, although the School intends to broadly mirror its terms.*

**Benefits:** Meals are provided free of charge when on duty and when the school's kitchen is open during school holiday periods;  
Contributory Pension Scheme;  
In-house training;  
Up to 50% discount on school fees for 2 children attending Sherfield School, pro-rata'd if part time.

### PURPOSE OF THE JOB:

To provide a professional and welcoming admissions process. Ensure that the admissions roll is compliant with government guidelines and increase pupils numbers within school. This is a key role, with responsibility for recruiting, and communicating the benefits of the school to prospective parents, pupils and educational agents.

The post-holder will have oversight and manage high level, comprehensive administration and strategic support to whole school. The role of Office Manager includes organising and overseeing a comprehensive and confidential high quality secretarial and administrative service including management of the meeting rooms and communal areas, visitor management and the day to day enquiries.

The role is integral to the smooth running and organisation of the day to day administration associated with a busy school, to promote Sherfield School and to ensure the best pupil and parent experience.

*This job description should be seen as indicative of the type of responsibilities included within the role, of being part of a team supporting the future development of the school and not as a comprehensive list.*

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## 1. ORGANISATION CONTEXT

Headteacher  
Deputy Headteachers  
HR Officer

### PRINCIPAL ACCOUNTABILITIES

#### Head of Admissions

- To be responsible for admissions across the school sectors;
- to ensure that the admissions roll is compliant with Annex 1: Regulatory Requirements for Admission and Attendance Registers (See sections 103 to 117 of ISI Regulatory Requirements Jan 2013);
- taking responsibility for the GEMS UK Schools and Head Office Tier 4 visa process and acting as the primary contact for the UKVI, ensuring that the school's policies and admissions processes for international students are in line with the requirements of UKVI and the UKBA;
- ensuring the correct and timely issue of Tier 4 visas, in line with the requirements of the UKVI;
- leading on, and preparing for, UKVI inspections;
- managing and co-ordinating all aspects of admissions work throughout the school and optimising the flow of prospective parents from initial enquiry through to joining the school, ensuring an effective and efficient process that is tailored to each family;
- creating a culture of outstanding customer service, characterised by close relationships and informed by a detailed understanding of families' needs and a deep commitment to meeting and exceeding them;
- maintaining and building relationships with other schools, educational agents and international schools with regular communication by phone, email or in person;
- to manage all of the admissions documentation;
- request reports from feeder schools for potential entrants;
- organise meetings with learning support co-ordinators if an Ed- Psych report or other learning difficulties are apparent;
- to manage the annual scholarship entry;
- developing supportive relationships with prospective parents to maximise their progression through the application process and to make them feel a valued part of the school community;
- staying well-informed about the school's academic and co-curricular offer and the working of the School;
- leading the planning, promotion, running and evaluation of the school's recruitment events, including effective follow up, and implementing a process of continuous improvement;
- to manage any complaints or issues arising from admissions in a competent and professional manner;
- organise parent visits and tours;
- organise taster days;
- arrange Sixth Formers meeting with appropriate Heads of Department;
- ensure all admissions information is up to date on the website;
- monitor enquiries and establish how/where parents heard of the school;
- enter all details accurately onto SIMS;
- liaise with Heads of Department to provide appropriate information on new joiners;

- monitoring current and future school roll numbers, keeping the Headteacher and other members of the SLT informed on a regular basis regarding the status of application numbers;
- liaise with new pupils, inviting them to the “move up day”;
- send out joining instructions;
- allocate houses to each new joiner;
- attend feeder schools’ future schools’ events;
- input into design and content of School prospectuses;
- update the admissions section of the annual information booklet and other admissions literature, forms etc.;
- ensure sufficient supply of prospectuses;
- deal with enquiries relating to bursaries, discounts and scholarships;
- initiate visits to Sherfield by local feeder school Headteachers.

### **Communication**

- Liaise with the parents/pupils on all aspects of admissions;
- Liaise with school staff, in particular the Headteacher, on all aspects of admissions;
- Liaise with Finance on any issues or complaints;
- Liaise with boarding and facilities re transport.

### **Marketing**

*In liaison with the Marketing Consultant:*

- Ensure examination results and inspection reports are on the school website;
- publicise events and news on the school website;
- participating in educational fairs and other joint promotional activities;
- liaising with, and closely monitoring the performance of, overseas educational agents in order to selectively develop the overseas market;
- attending overseas and UK based recruitment fairs, proactively following up the leads from such events;
- inviting prospective parents to other school events and attending these events to welcome prospective parents;
- advertise scholarship assessment day on front gate, newspapers and website.

### **Day to Day Management**

- Ensure that all enquiries are dealt with without delay;
- ensure that SIMS is constantly updated with new enquiries and admissions;
- report to SLT on any appropriate matters;
- make follow up contact after parent visits;
- promote the good work of the school in the wider community;
- participate in professional development and performance review procedures;
- support any reasonable request by the Headteacher and SLT.

### **OFFICE MANAGER**

- Manage the administrative team providing support for excellent customer experience;
- organise continuing professional development for administration team /receptionists;
- devise and manage excellent office systems and processes, including data management and filing;
- to have oversight of incoming calls, answering, screening and re-directing;

- have oversight of the reception area, booking of meeting rooms and communal office spaces at all times;
- welcoming parents / guests / suppliers / colleagues;
- to have oversight of collation and production of termly reports, calendars, and newsletters.

#### **Other Responsibilities**

- To have due regard to Safeguarding and Health and Safety and to follow the School's policies;
- to undertake such additional duties as might be reasonably requested by the Headteacher or other authorised person;
- supporting the administrative team, answering general correspondence and assisting with filing and shredding to ensure excellent customer service;
- To assist with reprographics support for the whole school;
- take part in performance management/appraisal cycles;
- to be aware of employee responsibilities for Health and Safety of themselves and others and to work in a safe and secure manner with due care towards the health and safety of oneself, other staff and pupils;
- every member of staff has a duty to commit to the safeguarding and welfare of all pupils at the school;
- to participate in staff programmes for training, in particular safeguarding and Health and Safety;
- share in the corporate responsibility for the well-being and discipline of pupils;
- promote the good work of the school in the wider community;
- any reasonable request by the Headteacher/SLT/Line Manager.

### **3. SKILLS AND ATTRIBUTES**

#### **Experience, Qualifications and Knowledge**

- Degree preferred, ideally in business studies or marketing or similar, or relevant industry experience;
- previous experience, knowledge and understanding of an educational setting and the admissions process is beneficial;
- previous experience in an admissions role desirable, and working with the international market;
- previous experience at an Office Manager/Team Leader role desirable;
- experience in a customer-focused role is essential;
- project management to meet strict deadlines;
- Customer Relationship Management and Student Management systems;
- use of Microsoft Office essential (particularly Word and Excel);
- experience of using SIMS database would be beneficial (although training will be provided).

#### **PERSONAL ATTRIBUTES AND SKILLS**

- Effective administrative skills, including the ability to organise and prioritise own workload and in order to meet tight deadlines, whilst maintaining a high degree of accuracy;
- to co-ordinate workload and support the administration team as the needs of the school dictates;
- the ability to work as part of a team and also independently;
- be an effective communicator;



- the ability to multi-task, and cope with peaks of demand;
- solid time management skills;
- excellent oral, written and IT communication skills;
- ability to work confidently with a range of people, both within the School and externally;
- professional telephone manner;
- flexibility at all times;
- a desire to continue to learn and develop;
- self-motivated, high energy and pro-active with a 'can-do' attitude;
- tact, diplomacy and confidentiality at all times;
- excellent interpersonal skills;
- dress and behaviour to be appropriate at all times whilst at Sherfield School.

*June 2018*

## PERSON SPECIFICATION

### Skills and knowledge

Well organised, able to approach work methodically, prioritise and meet deadlines.	Essential
Excellent written and verbal communication skills.	Essential
Excellent organisational, interpersonal and team working skills.	Essential
Managing multiple projects and activities and deliver within a fast-paced and varied environment is essential.	Essential
Effective communication skills. Good collaborative skills, able to quickly establish effective internal and external working relationships with key people across different departments	Essential
Ability to develop innovative and practical solutions to challenges.	Essential
Knowledge of challenges facing an independent school.	Desirable

### Qualifications/Attainment

GCSE grade A* - C in English and Maths or equivalent.	Essential
Degree preferred or relevant industry experience.	Desirable

### Experience

Working with young people, ideally in an educational environment.	Desirable
Previous experience working in a school based admissions role.	Essential
Building and maintaining highly effective, long-standing relationships with stakeholders of varying levels.	Essential
Customer Relationship Management and Student Management systems or equivalent.	Essential

### Attitude/approach

Able to form good working relationships with colleagues, and to relate appropriately to pupils.	Essential
An enthusiastic and professional attitude and commitment to learning new skills.	Essential
Ability to be present at external events, including some out of hours and / or overseas travel and working.	Essential
Discreet and able to deal with confidential information.	Essential
Able to respond flexibly to the demands of working in a school environment.	Essential
A forward thinking approach.	Essential
Calmness and ability to respond effectively when under pressure.	Essential
An understanding of safeguarding within an educational setting.	Desirable