



MERCHISTON
EDINBURGH



HEAD OF ADMISSIONS



MERCHISTON
EDINBURGH

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE	Head of Admissions
SALARY	£50,000–£55,000 (dependent upon experience)
REPORTS TO	The Headmaster

The Head of Admissions is the face of Merchiston, providing the very best customer service to prospective families whilst ensuring processes, data capture and reporting is precise and timely.

You will be responsible for creating a welcoming, bespoke and highly efficient admissions process supported by an Admissions Officer and reporting directly to the Headmaster. Strong communication and interpersonal skills are necessary and the post holder should be able to work collaboratively and keep calm under pressure in a busy, multi-faceted environment.

The following is an indication of the tasks we would require the ideal candidate to undertake:

- Take departmental responsibility for swift, accurate communications with prospective families on email, phone and face-to-face
- Manage and maintain a highly efficient and effective admissions process, with a focus on bespoke customer service and conversion
- Ensure that the customer journey is smooth throughout all stages of application including provision of timely information, follow-ups and re-engagement as required
- Ensure that all correspondence, communications and meetings with prospective parents and pupils is welcoming, accurate and tailored
- Oversee & actively assist with visits, taster days and entrance assessments for all prospective pupils
- Work collaboratively with House Parents, Senior Leadership Team, Finance Department and other staff as required
- Provide line management, leadership, development and appraisal of the Admissions Officer
- Support the Marketing Department with the organisation of prospective family events as required
- Be responsible for maintaining positive relationships with other schools/feeder schools
- Plan annual international recruitment trips to best meet annual strategic aims
- Represent Merchiston at educational fairs both in the UK and Internationally prioritising recruitment of new families
- Analyse, review and revise the admissions process in relation to strategic aims
- Develop strong relationships with educational agents assisting them with all admissions enquiries they may have
- Work closely with families and our chosen VISA advisors on all aspects of UKVI and Visa requirements.
- Forecast and report on key admissions data and statistics regularly for SLT and Governors
- Proactively monitor all information kept on PASS (Merchiston's database system)
- Oversee the systems and data processing necessary to support the admissions process, ensuring they are accurate and up to date at all times
- Keep informed of admissions trends, developments and issues across the schools' sector suggesting improvements as required.

ESSENTIAL EXPERIENCE AND SKILLS

- Exceptional interpersonal skills that reflect the seniority of this role
- A succinct, clear communication style both verbally and in writing with an excellent command of written and spoken English
- A creative, strategic thinker, ready to challenge and develop new processes
- Proven track record of leading and managing staff effectively and with kindness
- Proven experience of working collaboratively and proactively
- The aptitude to multi-task, work under pressure and meet deadlines
- Outstanding customer relations skills with high level of attention to detail
- Exceptional organisation skills, time management and ability to multi-task
- Ability to extract, analyse and present data to enhance processes to meet desired recruitment outcomes
- Educated to degree level or equivalent through work
- Excellent working knowledge of Microsoft Office e.g. Word, Excel and Outlook
- Excellent working knowledge of databases
- GDPR compliance knowledge.

DESIRABLE EXPERIENCE AND SKILLS

- A working knowledge of PASS and UKVI systems
- Experience of working in a school, or educational environment.

CANDIDATE PROFILE

We are looking for proactive self-starters who see this role as an excellent opportunity to be involved in continuously improving the admissions process in a busy and lively school. The following is an indication of the personal attributes we believe the ideal candidate should possess:

PERSONAL ATTRIBUTES

- Confidence backed up by experience
- Approachable and a true team-player
- Adaptable with a positive 'can do' attitude
- Collaborative in nature
- Confident public speaker
- Well presented at all times
- Positive and upbeat.



ADDITIONAL INFORMATION

This post is subject to a PVG check.

HOURS OF WORK

Standard hours of work will be Monday to Friday 9am to 5pm (with a 30-minute unpaid break for lunch).

The post holder will be required to work such hours as are necessary to properly discharge the duties of the role as outlined in this specification above which will include some evenings and weekends with prior notice.

HOLIDAYS

Holiday entitlement is 35 days per year (as well as two weeks at Christmas when the School is closed). All holidays should normally be taken outwith term-time (with some flexibility).

PENSION

Pension auto enrolment is in operation at the School. Subject to satisfying certain eligibility criteria, you will be automatically enrolled into the School Pension Scheme, with an amount equivalent to a further 10% of salary being paid into the scheme on your behalf by the School and a minimum employee contribution of 5%.

OTHER BENEFITS

Free delicious and healthy school lunches (term-time only). Free parking. A generous Employee Benefit Scheme which includes an Assistance Programme providing free confidential support and assistance with both work and personal issues. It also includes a cycle to work scheme and gym membership reduction.



MERCHISTON
EDINBURGH

A BOARDING AND DAY SCHOOL FOR BOYS AGED 7-18

Merchiston Castle School, 294 Colinton Road, Edinburgh, EH13 0PU
+44(0) 131 312 2200 enquiries@merchiston.co.uk

MERCHISTON.CO.UK

Charity number SC016580