



North Bridge House

JOB DESCRIPTION

Date	September
Job title:	Admissions Officer – NBH West Hampstead
Reporting to:	Admissions Manager – NBH Lower Schools
Department/School:	North Bridge House Schools Group
Scope:	West Hampstead (very occasionally Hampstead)
Checks:	DBS, overseas checks and employer references

The job holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, s/he must report any concerns to the School's Child Protection Officer/ Designated Safeguarding Lead or to the Head or indeed to the Regional CEO so that a referral can be made accordingly to the relevant third party services.



WORKING WITH US

An Inspiring World of Education - that is the Cognita way. As an international organisation with a high performing culture and inspirational learning at our core, we can offer you first-class career opportunities with a global dimension. All our colleagues receive ongoing investment in their professional development. You will join be joining a top independent school and a global network of colleagues across a diverse yet connected family of schools in Europe, Latin America and Asia. We'd love to tell you more about how this could benefit your career.

Launched in 2004, Cognita is an extraordinary family of schools joining forces in an inspiring world of education with one common purpose: building self-belief and empowering individuals to succeed.

With some 80 schools internationally, we employ 5,000 teaching and support staff in the care and education of more than 35,000 students. Together, our schools provide a uniquely global education that goes beyond grades to develop all-round academic excellence – equipping young people with the confidence and resourcefulness that prepares them to grow, thrive and find their success in a fast-changing world. If you want to take your career further, we want to support you in achieving that goal within Cognita. www.cognita.com

THE OPPORTUNITY

North Bridge House is a family of six independent co-educational day schools in North London.

Founded in 1939, North Bridge House offers an independent, mixed ability co-education, challenging and inspiring girls and boys throughout every stage of their school career. Across six North London school sites, we successfully prepare happy pupils for every milestone, with specialist expertise at each school stage – from the important early years through to the challenging teenage ones. All staff members across the North Bridge House group are dedicated to our three brand pillars: 1. Knowing the individual, 2. Fostering academic excellence, 3. Cultivating character and promoting wellbeing.

The core purpose of an Admissions Officer is to be a brand ambassador who understands NBH's value proposition, and appreciates each family's specific need, necessary to effectively sell the school. Also, to tailor the required approach in order to provide a personalised service, and convert enquiries to school visits and/or applications, and drive subsequent student enrolments.

THE ROLE: ADMISSIONS OFFICER

North Bridge House School seek to appoint an efficient and personable Admissions Officer to join the school's admissions team and help advance its profile and pupil roll at its Nursery & Pre-Prep West Hampstead site.

The appointed Admissions Officer will support close working relationships with other members of the Admissions Team, and other key constituent teams within the schools, including the Marketing Team, the Senior Leadership Teams, and the Director of Business Operations.

With the support of the Admissions Team, the Admissions Officer will provide a welcoming first point of contact to prospective families/students. S/he will communicate with prospective parents by telephone, email and letter, and in-person at school visits and admissions events.

KEY RESPONSIBILITIES

- Act as brand ambassador and present the school to prospective parents and students at recruitment events, open days and information sessions locally
- Develop personal rapport with prospective parents and students
- Deliver a personalised visit experience to each prospective parent and student
- Conduct one-to-one tours, and answer parent and student queries during consultations
- Proactively follow up all enquiries, to convert to the next stage of the admissions process
- Maintain contact with all live enquiries during the admissions process
- Provide post tour feedback on all families to the Admissions Manager
- Maintain the Microsoft Dynamics database and ensure accurate data-input for all stages of the process
- Collate all documentation relevant to a new enrolment, and produce student files before transferring to the school office
- Assisting the school secretarial team with requesting student files from feeder schools for new enrolling students
- Assist with the transfer of admissions records between NBH schools for students who switch between campuses
- Help record information relating to immigration permission for new students
- Conduct follow-up calls with parents who do not choose NBH in order to build a body of market intelligence, and define areas of potential improvement
- Build relationships with key partners, affiliates and influencers
- Help update the Head and/or Senior Leadership Team on admissions progress throughout the year
- Assist the Admissions Manager with the monthly forecasting of admissions figures and compilation of ad-hoc reports as required
- Keep up to date competitor schools information e.g. fees, open day events

KEY PERFORMANCE INDICATORS

The success of the role is measured by the conversion ratios from enquiry to application and the level of customer experience provided.

PERSON SPECIFICATION

Applicants for this role should be able to demonstrate the following qualities and skills:

- Excellent written and verbal communication skills with a pleasant and confident manner
- Excellent people skills with the ability to interact confidently in person and on the telephone with different types of people
- A strong service ethic with the desire to deliver a high standard of customer service within the role
- Be outcome focussed
- Strong attention to detail with the ability to be precise and accurate with data
- Have customer relationship management skills
- High level of personal organisation skills
- Be data literate
- Have strong system skills
- Good IT skills (particularly Word and Excel)
- Experience of using a *student* records management system would be a definite advantage
- Flexible attitude – no two days are the same - workload varies through the school year

The post holder is expected to:

- Ensure a thorough awareness and practical application of the policies and procedures at NBH
- Operate safely in the NBH workplace and at external facilities, maintaining a high standard of Health and Safety practice
- Behave professionally at all times and maintain confidentiality of information

It is anticipated that the successful candidate will be educated to at least A-level standard and have experience of working within an admissions, recruitment, sales or customer service environment.

The School is committed to safeguarding and promoting the welfare of its pupils and expects all staff to share this commitment. The successful applicant will be subject to an Enhanced DBS check.

RENUMERATION

- Contributory pension scheme
- School fee discount
- Training and support will be provided
- 25 days holiday
- Working hours will be 9.00am – 5.00pm, Monday to Friday all year round, as per contract of employment

Signed: Date:.....

Name (print):
.....