

Admissions Officer

Information for Candidates



**Queen Margaret's
School for Girls**

Escrick Park, York

Queen Margaret's

Established in 1901, QM is an independent boarding and day school for girls aged 11-18. You will find us in glorious parkland about six miles south of York. But we are much more than our surroundings, we are more than a school:

We're a home from home,
A family of learning and belonging,
In a truly inspirational setting.

We are somewhere each and every girl can thrive,
Where they'll be happy and healthy,
Grow their knowledge, skills and confidence,
And make friends for life.

Somewhere that's the bedrock for success,
Opens up opportunities and possibilities,
Inspires them to forge their own future,
And gets them ready for life, whatever their calling.

We nurture girls to fulfil their ambitions,
To realise their potential,
To become the best women they can be,
And give them an amazing start in life.

Girls do so much better in single-sex education and here we see our pupils engaging enthusiastically in a range of activities - academic, sport, extracurricular and social. No airs and graces, no frills or make-up, just girls getting stuck in, and having fun while they do it. They achieve academically (outstandingly so), they come from a variety of backgrounds and, with an increasing emphasis on the level of support available, we are proud to continue making a QM education possible for an increasingly diverse range of girls. Our girls have homes in York, Ripon, Thirsk, Newcastle upon Tyne, Inverness, Hong Kong, Madrid, Frankfurt and Bangkok. Many girls board, not because they have to, but because they want to. The girls are the focus of life at QM and are at the heart of everything we do. It's this focus and an individualistic approach that allows our girls to carve their own path, and flourish as formidable, independent women.

Working at QM

We are an equal opportunities employer and actively seek applications from candidates of all genders and all backgrounds. We employ around 170 staff, with over 90 teachers, and the majority of staff live within 30-45 minutes of the School including York, Hull, Leeds and Harrogate.

Working in a boarding school is an experience like no other. The sense of community is very strong and the opportunity to get to know both girls and staff is more apparent than would be the case in a day school. There are lessons on a Saturday morning and our term dates are shorter than schools in the state sector, although we adhere wherever possible to the half term dates of the local authorities in order to support our staff with children of school age.

Most girls stay at school after their lessons finish each day, either because they are boarders or because they are involved in activities. There are a variety of enrichment activities and clubs on offer including horse riding, squash and tennis coaching plus clubs as diverse as debating, fashion, philosophy and swimming. We have extensive sports facilities and all girls play hockey, lacrosse, netball and rounders as well as an array of other sports. Day girls are able to stay until 19:30.

Job Description

The main responsibilities of the Admissions Officer are to support the Registrar to further the work of the Admissions office at QM under the leadership of the Director of External Relations:

- To support the Registrar with the complete admissions cycle from start to finish - including arranging assessments, interviews and ensuring that emails and telephone enquiries are responded to in a timely manner
- Using excellent customer management skills, communicate with prospective families and agents on a regular basis
- Work with the Registrar on a systematic follow up process for all admissions contacts
- To provide timely and accurate management reports on admissions numbers, enquiries and other related information.
- Ensure that the school's admissions database (ISAMs) is updated in an accurate and timely fashion and that the information collated is regularly reviewed and tested for accuracy
- Support the Registrar to administer and implement arrangements for visits and tours by prospective parents and girls
- Support the Registrar with the smooth administration of events including Open Days, Personal Visits, Scholarship and Assessment Days, New Girls' Day
- Be the school's ambassador and conduct tours (when necessary) for prospective families and educational agents
- Support administration of Child Student Visa applications, ensuring they are processed as necessary
- Assist with the preparation and distribution of admissions information
- Monitor agent relationships and communications (ensuring third party agent websites are kept up to date)
- Undertake meticulous organisation of international recruitment trips
- Be responsible for the maintenance of the databases for feeder schools and agents
- Liaise with marketing colleagues to ensure admissions materials are current and fit for purpose
- Support the Registrar to represent the school at admissions events
- Be responsible for the Pre-Loved Uniform Shop - liaising with volunteer parents and facilitating its use by families

The Admissions Officer will be present on key dates in the school's calendar, including up to 9 Saturday Open Days a year; the first day of the Autumn Term, any day upon which a new girl starts at QM and, by appointment, will be available to meet with prospective parents at reasonable times.

Successful delivery of the role means that the successful candidate must be willing to be flexible as to working hours when required and some travel may be necessary.

The Admissions Officer will:

- Be in tune with the school’s aims and ethos
- Be committed to an admissions process that enhances the customer experience
- Understand and support the school’s traditions
- Support the benefits of an all-girls, all-round education in a boarding environment
- Be a successful professional in communications or customer care
- Understand the requirement for the utmost confidentiality in the workplace
- Be experienced in an educational or similar environment
- Be confident to approach individuals and gather and retain large amounts of information in a friendly and respectful manner
- Be a highly credible ambassador for the school
- Be able to work effectively with young and old, bringing about change with vigour, good humour and tact
- Be able to accept, and adapt to, the very diverse demands of the role with the ability not to be fazed when tasks are interrupted by the need to change priorities.

Person Specification

	Essential	Desirable
Experience	Experience of working in a team based administrative and/or customer-facing role. Knowledge of database systems. Preparing reports and management information.	Familiarity with the independent senior school sector. Familiarity with the Child Student Visa system. Knowledge of school/CRM database systems (ISAMs). Knowledge of spreadsheets like Google Sheets and Excel.
Qualifications		Degree educated. Foreign language skills.
Other skills	Committed to a team mentality. Ability to prioritise and work to deadlines. Communicate with empathy and professionalism. Work independently. Ability to prioritise tasks and work to deadlines. Excellent use of English. First class proof-reading ability. Meticulous with details. Ability to stick to brand guidelines.	

Personal Qualities	Relationship building skills. Diplomacy. Persuasive communication skills (telephone, face to face and written). Calm at all times. Tenacity. Discretion and strict adherence to confidentiality. Putting people at ease. Showing that nothing is too much trouble. Motivation to work with people. Proactive approach to work. Empathy with young women and parents.	
Knowledge		Up-to-date general knowledge of educational trends. Insight into development plans for the school. Accurate information about league tables, competitors, universities etc.

Terms and Conditions

The following particulars do not form any part of an offer of employment. Terms and conditions, which will incorporate the Staff Handbook, will be documented in due course.

- The Admissions Officer will receive a salary following the school's own pay structure, paid in monthly instalments in arrears from the agreed date of appointment and is inclusive of holiday pay; no overtime is paid. TOIL must be agreed in advance with the Director of External Relations
- The Admissions Officer will be eligible, after three months in post, to join the school's non-teaching staff pension scheme, which is a contributory money purchase scheme (6% employee and 8.4% employer)
- The Admissions Officer will be expected to participate in an annual personal development or appraisal programme and contribute, when required, to the appraisals of colleagues
- Lunches will be provided during full term while on duty
- Accommodation is not provided
- Normal working hours are 40 per week, generally across 08:30 to 17:30 Monday to Friday, but considerable flexibility will be required as the delivery of the role will require evening and weekend working and travel abroad may be required. There may be opportunities to work from home on an occasional basis
- The Admissions Officer shall be entitled to take 33 days holiday (including Bank Holidays) in any one academic year. These should be arranged around the work of the Admissions Department and agreed in advance with the Director of External Relations. They cannot be carried forward to subsequent years except in exceptional circumstances and only then with the Head's approval

- The appointment is subject to a probationary period of three months which may be the subject to review and extension.
- The school is required to give the Admissions Officer one calendar month's notice to terminate the appointment during the first three calendar months of their employment or up to the end of the probationary period, whichever is the later, and three calendar month's notice thereafter.
- The Admissions Officer is required to give the school three calendar months' notice of their intention to leave this post.
- The school operates non-contractual sick pay and family leave policies full details of which are available in the Red Book.
- The Admissions Officer may, from time to time, be required to do other reasonable duties as required by the Head.
- All employees of Queen Margaret's are responsible for promoting and safeguarding the welfare of children and young persons and must adhere to and ensure compliance with the school's Safeguarding policy. If in the course of carrying out the duties of this post, the Admissions Officer becomes aware of any actual or potential risks to the safety or welfare of children in the school, this must be reported to the Designated Safeguarding Lead or his deputy.

How to Apply

All applicants must complete the school's official application form, available via this link to our website <https://queenmargarets.com/careers>, providing a full career history and names and contact details for two referees. Completed application forms should be returned to: recruitment@queenmargarets.com.

Queen Margaret's is committed to safeguarding and promoting the welfare of children and young persons and candidates must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure & Barring Service and will be asked to bring certain documents to interview to confirm their identity.

Candidates should be aware that, in compliance with statutory guidance, as part of the shortlisting process the school will consider carrying out an online search as part of their due diligence on the shortlisted candidates. This may help identify any incidents or issues that have happened, and are publicly available online, which the school might want to explore with the applicant at interview.