

JOB DESCRIPTION

POST TITLE:	Student Admissions and Data Officer
POST RESPONSIBLE TO:	Data and Exams Manager
SALARY:	Grade 5 (SP 7 – 13) (FTE £20,444 - £23,023) (<i>Pro rata</i> £18,819 to £21,193 per annum)
CONTRACT TYPE:	Full time, term time only + 2 weeks
CONTRACT TERM:	Permanent
START DATE:	ASAP

JOB PURPOSE

Reporting to the Data and Exams Manager and liaising with the Marketing & Recruitment Executive, the Student Admissions and Data Officer will interact with prospective parents for both Academies, ensuring a smooth transition to WMG Academy, Coventry or WMG Academy, Solihull. This position calls for relevant, recent experience in a customer-facing role with excellent communication and people skills, as well as the capability to interact with students. The ability to maintain accurate records and be highly organised is essential. High levels of computer literacy and excellent administration skills are also required.

Duties and Responsibilities:

The exact duties and responsibilities will be negotiated with the post holder. These will include:

- Providing high level customer service via email, telephone, and face to face communications with prospective parents, students, feeder schools and the WMG Academies' wider network.
- Ensuring prospective students and parents are guided and encouraged through the admissions process in a professional, helpful and efficient way.
- Increasing conversion rates and ensuring an increasing number of strong candidates for both Academies.
- Assisting the Trust Staff in planning, organising and delivering successful admissions events including open mornings, assessments, taster days, exhibitions and alumni gatherings.
- Managing the Admissions Department diary and organise visits of prospective parents and students.
- Liaising with members of academic staff to organise meetings with prospective parents, as required.
- Give tours of the Academies when requested.
- Ensuring prospective parents and students are informed of entry and interview dates in a timely and professional manner.
- Developing and maintaining electronic records, which show numbers of applicants at all times.
- Working very closely with the local authorities' admissions teams.
- Maintaining accurate records for all students enrolled.
- Collating new students Welcome Pack materials with the Marketing and Recruitment Executive to ensure that content is uploaded to the website in a timely manner.
- Ensuring every pupil joining WMG Academy at any time has the appropriate welcome and joining information, including Health & Safety information, as relevant.
- Entering and maintaining application data at all stages of the admissions process, including initial application and offer information.
- Any other duties as reasonably requested by the postholder's line manager, Principal or CEO, commensurate with the postholder's grade.

Assessment, recording, reporting and target setting

- To work as part of a team to ensure that the MIS is populated and kept up to date, with data deadlines met.
- To assist the Exams and Data Manager in managing the reporting system for parents and to oversee the production of learner reports, in conjunction with MIS and Examinations Manager (including checking for accuracy of data).

Generic

The following apply to all members of the Administration Team:

- Work within the Administration Team to provide a first-class service to WMG Academy's students, staff and visitors;
- Model the highest professional standards to staff and students in all aspects of the role;
- Be committed to working in a cohesive, supportive and forward-thinking team of colleagues which shares an ambitious vision for the WMG Academy;
- Be prepared to work flexibly in other areas, e.g. open events, parents' evenings, weekend Induction;
- To work at all times to the standards set out in the Code of Conduct for Staff;
- Any other duties as requested by Line Manager and commensurate with grade.
- Ensure all telephone and personal enquiries are dealt with efficiently and effectively in a way which promotes a positive image of the Academy;
- Work within the GDPR and Data Protection requirements.

PERSON SPECIFICATION FOR Student Admissions and Data Officer

The person specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively:

<p>REQUIREMENTS The post holder must be able to demonstrate:</p>	<p>ESSENTIAL (E) DESIRABLE (D)</p>	<p>Evidenced via Application form (a), Interview (b), Task (c).</p>
<p>QUALIFICATIONS</p>		
<p>GCSE (or equivalent) grade C or above in English and Mathematics</p>	<p>E</p>	<p>(a)</p>
<p>Educated to A Level/Level 3 or equivalent, relevant experience</p>	<p>D</p>	<p>(a)</p>
<p>Evidence of continuing professional development</p>	<p>D</p>	<p>(a)(b)</p>
<p>EXPERIENCE</p>		
<p>Experience as working as part of a busy team</p>	<p>E</p>	<p>(a)(b)</p>
<p>Previous education administration experience, ideally in a similar context</p>	<p>D</p>	<p>(a)(b)</p>
<p>KNOWLEDGE AND SKILLS</p>		
<p>Excellent oral and written communication skills</p>	<p>E</p>	<p>(a)(b)(c)</p>
<p>Excellent interpersonal skills, with the ability to deal with difficult conversations in a calm manner using high levels of tact and diplomacy</p>	<p>E</p>	<p>(b)(c)</p>
<p>Computer literate, familiar with applications such as MS Office/Google workspace.</p>	<p>E</p>	<p>(a)(b)(c)</p>
<p>Ability to work unsupervised and to take the initiative.</p>	<p>E</p>	<p>(b)</p>
<p>PERSONAL ATTRIBUTES</p>		
<p>A commitment to working in a cohesive, supportive and forward-thinking team of colleagues who share an ambitious vision for the WMG Academy.</p>	<p>E</p>	<p>(b)</p>
<p>Willingness to comply with policies and procedures relating to Safeguarding, health & safety, confidentiality and data protection.</p>	<p>E</p>	<p>(b)</p>
<p>Ability to establish positive relationships with students, staff and visitors.</p>	<p>E</p>	<p>(b)</p>

Flexibility and adaptability.	E	(b)
Confidentiality and discretion	E	(b)
Enthusiasm, optimism and energy, with a willingness to work 'across the piece', being flexible and interested in other areas, e.g., open evenings, parents' evenings, weekend induction events.	E	(b)
Ability to organise, plan and prioritise.	E	(a)(b)(c)
A commitment to ensure data is processed accurately and in a timely manner.	E	(b)