

Role Profile			
Role	Admissions Administrator	School	United International School
Direct Reports	None	Reporting To	Head of Marketing and Admissions
Internal and External Interactions	School Principal, Head of Marketing & Admissions, MOE&HE, school staff, students, parents, prospective parents, visitors to the school and Orbital Education.		
Role Purpose			
The Admissions Administrator will be part of an admissions team accountable for driving new enrolments and supporting the end-to-end admissions process. They will take responsibility for delivering a first-class customer experience and assist families as they make their decision about the school. The Admissions Officer will also be responsible for liaising with the Ministry of Education and Higher Education with regards to student admissions processes.			
i) Key Accountabilities			
This Role Profile sets out the core priorities and scope of the role, although is not intended to detail all specific duties.			
Admissions			
Assist the Head of Marketing and Admissions in co-ordinating day to day admissions roles & responsibilities:			
<ul style="list-style-type: none"> • Handle enquiries in a timely in manner. • Tailor conversations with prospects and focus on selling the schools USP's. • Deliver an outstanding customer experience in all interactions. • Coordinate assessments. • Lead visits and tours with prospective families. • Work with the Head of Marketing and Admissions to review the sales pipeline and action plan for the future. • Work towards admissions KPI's and individual targets. • Process and check applicant data and supporting documentation. • Check and update student and parent information in relevant systems. • Use CRM and Isams to successfully manage the sales pipeline and communicate effectively with parents and prospects. • Adhere to the group Standard Operating Procedures for admissions, events, follow up, retention, on-boarding and waiting list management. 			
Process and Reporting			
<ul style="list-style-type: none"> • Accurately and consistently record and communicate important information shared by the family throughout the admissions process. • Ensure clear understanding of vacancies across year groups and manage discrepancies, issues and/or enrolment challenges with Head of Marketing and Admission or Head Office Admissions. • Work with the school's Head of Marketing and Admissions to evaluate and review admissions process and performance data. Make recommendations and implement actions for improvement. • Work with group colleagues to review and escalate recommendations for improvement at group level. • Be prepared to verbally discuss and report on pipeline numbers for each term with the school's Head of Marketing and Admissions and Principal, as well as Orbital Head Office teams. 			
Liaise with the Ministry of Education and Higher Education on the following:			
<ul style="list-style-type: none"> • Pre-register all students on the MOE&HE pre-registration system. • Manage all administration related to the NSIS system e.g Add student enrolments, deletions; and transfers to the NSIS system. • Translate MOE&HE directives and supply to Principal/s and Admissions office. • Translate and supply school vs MOE monthly class number comparisons to the MOE&HE. 			

- Send students' daily attendance to MOE.
- Organise and complete all the school's academic and administrative files for the MOE visits.
- Assist to preparing timely weekly reports including registration absent report.

People Development:

- Demonstrate a commitment to your CPD by seeking feedback and setting appropriate development actions.
- Reflect on your individual performance in-line with admissions targets.

The post holder is expected to actively contribute towards the school and involve themselves in the life of the school at all levels. This includes, although is not limited to; attending all school functions.

The post holder is also expected to carry out any other duties as reasonably requested or required by the Executive Principal to ensure the effective running of the school.

ii) General Activities and Requirements

- Work effectively as part of the Administration / Office Team providing support where required.
- Answer telephone, take messages and monitor answer phone specific to Admissions.
- Receive visitors (Admissions).
- Liaise with staff, pupils and parents.
- Assist with school mailings.
- Attend insets and staff meetings as required.
- Ensure that output and quality of work is of a high standard and complies with current legislation / standards.

Person Specification

Skills, Knowledge, and Experience

Experience and Skills

- Knowledge and experience of the Admissions process in an independent school.
- A strong customer service ethos – required to utilise expert knowledge of the school and deliver excellent customer service throughout the admissions process to support enrolments
- Strong communications skills both written and verbal.
- Knowledge of the Qatar MOE&HE systems and processes.
- The ability to use statistics and database management.
- A high degree of computer literacy (Microsoft Office applications).
- An excellent telephone manner.
- Good organisational skills and the ability to prioritise and manage tasks.
- An eye for details and accuracy.

Personal Attributes

- Fluent English speaker.
- A professional manner and appearance.
- Friendly, warm personality.
- Good organisational skills and the ability to prioritise and manage tasks.
- Self-motivated, with a positive, professional attitude.
- Calm under pressure.
- The ability to deal with a variety of people and situations (both personally and on the telephone and through electronic communication).

Applicants should have appropriate qualifications and a minimum of 2 years' admissions experience in Qatar.

Competencies

- **Results Orientated:** Ensures all activities undertaken have some clear objectives and demonstrable outcomes and these are achieved
- **Strong Communicator:** Excellent communication and interpersonal skills, both verbal and written, which aid promote engagement and actively promote the school
- **Ability to Plan:** Long, medium and short term to assess results and ensure good completion rates.
- **Analytical, creative and flexible:** A problem solver with strong decision-making skills and critical thinking, but with the ability to adapt and change where required.
- **Accountable:** Takes ownership and responsibility for decisions and sets standards to act as a role model
- **Team Worker:** Ability to work as a strong team leader and team member as required
- **Resilient:** Demonstrates resilience to respond to challenge.