



OPORTO BRITISH SCHOOL

Knowledge • Vision • Humanity

Senior Admissions Officer

The Senior Admissions Officer reports to the Business Manager and will be responsible for coordinating key admissions activities and restructuring all departmental processes, providing a first-class service to prospective parents and pupils.

The Admissions process is a fundamental part of projecting the school and must reflect strong customer relations and organisation. As such, it must cater to the fullest range of family backgrounds, circumstances, and conditions. It must be seen to be straightforward, efficient, organised and friendly, bringing together disparate elements of the school and outside community and managing expectations where waiting lists are involved or concerns registered.

The Senior Admissions Officer must be entirely fluent with the school's admissions policies and processes, and must keep all stakeholders, prospective parents, interviewers, Middle and Senior Leaders fully informed of the various stages of entry for different year groups. The importance of the role and its impact on the organisation, as well as the size of the structure, will require both a strategic and operational approach while performing the role.

The highest standards of transparency, ethical and financial probity must be applied in all dealings; admissions is an area most closely associated with potential accusations of corruption, so strictly following procedures in terms of record keeping is essential to this role and any approach that offers a potential conflict of interest or potential area for reputational damage to the school must be brought to the attention of the Head of School and Business Manager with immediate effect.

Main duties and responsibilities:

- Create and implement new processes that lead to excellence in service.
- Restructure and organise the admissions department.
- Implement new admissions software aligned with the objectives of the department to increase efficiency and accountability.
- Manage admissions enquiries, ensure that a response and relevant information is issued promptly according to pre-defined SLAs.
- Coordinate open days, tours and other admissions-related visits.
- Prepare a weekly tracking report to monitor the department's activities. Within this, ensure enquiries and applications are followed up, progressed, and reactivated when required.
- Maintain relevant records and statistics on enquiries, information requests, registrations, and acceptances.
- Provide information for the Head, Business Manager and relevant staff, regarding visits, applications, interviews and status of the admissions process for prospective pupils and their parents.
- Implement and monitor KPI metrics from the department.
- Manage admissions-related correspondence, including registration and admissions-related forms, follow up correspondence, reference requests, parental contracts and offer letters.
- Manage admissions policies and procedures to ensure that they are efficient and compliant with fair admissions, as well as national and international admissions norms.
- Work alongside the Head and Business Manager, supported by the Admissions Officer, to achieve School Admissions goals.



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This is a key role. It requires excellent organisational and administrative skills, as well as meticulous attention to detail.

- Qualifications and Skills
- Fluent in English.
- Strong planning and organisational skills.
- Integrity and strong professional ethics.
- Ability to work independently within a collaborative team setting, with a hands-on approach.
- The ability to make decisions with rapidly-changing priorities, ability to provide leadership by example, inspiring and influencing others, leading and managing change.
- The ability to think ahead and draw up schedules of review and follow-up as necessary.
- Excellent verbal and written communication skills, and strong stakeholder management skills.
- A creative mind with an ability to suggest improvements.
- Excellent time management skills and ability to multi-task and prioritize work.
- Attention to detail
- Problem-solving skills.
- Proficiency in MS Office (MS Excel, MS Word and MS Outlook) database packages and internet systems.

Experience and Knowledge

- Good knowledge of admissions departments and processes
- Ideally 10+ years' experience.
- Demonstrate an understanding of the business aspects of schools.
- Experience of working with and implementing admissions software.

Abilities, Skills and Attributes

- Ability to build and form working relationships with pupils, parents and colleagues, to work across operational boundaries.
- Be able to manage and lead as well as work as a member of a team.
- Demonstrate attributes of discretion, tact and diplomacy.
- Show initiative, drive and commitment to ongoing improvement.
- Be articulate and presentable.
- Be creative, a problem-solver with the ability to think ahead.
- Have good negotiation skills.
- Demonstrate a co-operative, reliable, customer responsive with a “can do” attitude with good communication skills both on the telephone and in person that allows effective communication at all levels of the school.
- Demonstrate an aptitude and acceptance of working within an environment that has numerous interruptions, changing workload demands and new organisational challenges.
- Be able to work under pressure and meet deadlines whilst producing work that is accurate.