



UT VOCE ITA VITA

EXETER CATHEDRAL SCHOOL

Nursery | Pre-Prep | Prep

Job Title

Head's PA & Admissions Manager

The Role

We are looking for a genuinely outstanding individual to join our team as Head's PA and Admissions Manager.

This is a high-level, front-facing and busy role, at the heart of which is the expectation to provide exceptional executive administrative support to the Head and a first-rate experience for families looking to join our School.

The successful candidate is likely to have experience of PA/administrative work in a high-performing organisation, and an understanding of the joys and rhythms of working in a busy and purposeful environment where people matter. We want to appoint an organised and hard-working person with plenty of initiative who is kind, happy to get stuck in to life in a busy school, at-ease when dealing with multiple stake-holders, committed to high standards, and good fun to work with.

This is a year-round role, working 08h00-17h00 during term time and 09h00-16h00 during holiday periods. There are 6 compulsory evenings across the academic year in addition. It is envisaged that this post will come with a holiday entitlement of 5.6 weeks (to be taken during school holidays) plus bank holidays.

Salary

£30,000

Perks

For the perks and benefits of working at ECS, please see the Working at Exeter Cathedral School 2022 brochure.

Start Date

As soon as possible, and by negotiation.

Accountability

The Head's PA & Admissions Manager is responsible to the Head. In addition, the team of non-teaching staff is line-managed by the Director of Finance & Operations.

Applications

The deadline for applications is 12 noon on Monday 6 June 2022. Full details of how to apply can be found in the Working at Exeter Cathedral School 2022 brochure.



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Person Specification

Qualifications

Strong intellectual, professional and/or academic credentials

Skills and Experience

- Experience of working as a PA or in a similar administrative role within a professional environment;
- Previous experience in an educational setting (desirable but not essential);
- Experienced in working in a fast-paced environment and able to work to tight deadlines;
- Highly organised with an ability to self-plan and prioritise workloads;
- Ability to deal proactively with any situation that develops;
- Strong verbal and written communication skills and the ability to show tact and diplomacy at all times;
- Good critical analysis skills for the resolution of problems and deciding which issues should be brought to the attention of the Head;
- Excellent IT skills: proficient in Microsoft Office packages, especially Word, Excel and Outlook with fast accurate typing skills (training will be given on the School databases);
- High attention to detail, with the ability to see ‘the big picture’;
- Good organisational skills with the ability to multi-task;
- Excellent interpersonal and customer-facing skills with a warm, friendly and professional manner;
- Excellent written and verbal communication skills;
- Able to foster good working relationships with all members of the School and Cathedral community either in person or on the phone;
- Comfortable in a “front of house” role (welcoming visitors, meet and greet) with excellent customer service skills;
- Discreet and able to maintain confidentiality at all times;
- Ability to keep calm and to work under pressure when necessary;
- Pro-active, making suggestions for improvement and change;
- Kindness and loyalty;
- An eye for marketing and PR;
- Demonstrates an understanding of the independent education sector, and effectively promotes the ethos of Exeter Cathedral School;
- The ability to work collaboratively and supportively with colleagues within School and with colleagues in other organisations;
- Respect for the different experiences, ideas and backgrounds which others can bring to work and to teams;
- A generosity of spirit towards the demands of a busy prep school: the role requires flexibility;
- A can-do attitude, a sense of perspective, a degree of grit, and a sense of humour.

Job Description

The following are likely to fall within the remit of the post-holder:

As Head's PA

- Providing and managing confidential support to the Head with all activities including diary and email management, travel arrangements, setting up and servicing meetings, planning and organisation;
- Maintaining a high degree of awareness of the Head's workload, priorities and commitments, anticipating actions and requirements on his behalf;



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- Scanning the Head's horizons for tasks which are likely/due to come up or would be worthy of being completed, and completing required preparatory work;
- Fielding phone calls, emails and other correspondence to the Head's office, responding discretely and appropriately, including drafting responses as appropriate;
- Building strong relationships with all members of the school community and beyond;
- Undertaking discrete and discreet project work on behalf of the Head;
- Ensuring that follow-up action points from meetings are recorded and completed, following up specific issues requiring action on the Head's behalf;
- Preparing/attending events with the Head in order to provide administrative and front-of-house support, including occasional agreed evening concerts;
- Taking the lead on the organisation of major events, including Speech Day and the Carol Service;
- Maintaining the Head's budget and expenses, ensuring that the Head's office is in good order and supplies replenished when necessary;
- Ensuring the Head is briefed for all meetings with relevant correspondence, documents/presentations and in the Head's absence refer matters to the relevant member/s of the Senior Leadership Team for action;
- Meeting and welcoming visitors, interview candidates and other guests of the School, providing hospitality as required;
- Preparation of papers and recording and distributing of notices from staff briefings/meetings, SLT, inset, including being Clerk to the Senior Leadership Team;
- Adding information to, and pulling information from, the School's MIS on behalf of the Head;
- Ensuring that the School has consistently high-quality administrative support, overseeing the smooth, efficient and professional running of the School's front office and admin team;
- Line management of the administrative/reception team, organising the administrative division and allocation of tasks to guarantee an efficient and well-structured office system;
- Management of, and responsibility for the effective use of, the School Portal and MIS;
- With the Senior Deputy Head, co-ordination of the School's calendar;
- Taking the lead (as appropriate) on communication with the Cathedral (being responsible for the booking of spaces/venues for School purposes) and the PTA, and other external agencies;
- Being responsible for the changing (as necessary) of published information, in light of staff changes/roles of responsibility/academic year/policy updates;
- With the Head of Upper Years, responsibility for the collating and sending of pupil references as required;
- Assisting with the organisation and the smooth running of Parents' Evenings and other formal events;
- Liaising with the SLT, lead on the organising of the schedule for reviewing and updating School policies to ensure compliance and inspection-readiness, and ensure the availability of amended policies on the staff server and (as appropriate) the School's website;

As Admissions Manager

- Oversee the day-to-day running of the Admissions function, being responsible for its efficient and effective operation and reviewing processes and procedures;
- Develop and refine the Admissions strategy;
- Report regularly to the Head on pupil numbers, enquiries, and communications to be sent;
- Be the key front "face of the School", meeting and greeting prospective parents and pupils, arranging tours and communicating the key advantages of ECS to prospective parents;
- Oversee the prospective parent/pupil journey from enquiry to final entry, ensuring the delivery of an engaging, first-class experience with warm and personalised communications at every touchpoint;

Exeter Cathedral School · The Chantry · Palace Gate · Exeter · EX1 1HX

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- Ensure that all touchpoint opportunities are actioned and maximised: all enquiries and visits are followed up with phone calls, email and the relevant on-going admissions information;
- Maintain an accurate database of names and contact details of current pupils/parents (dealing with changes to personal circumstances, leaving dates, etc.);
- In consultation with the Head and Marketing Manager, lead the strategy to ensure healthy pupil numbers and deliver the efficient organisation and running of all recruitment events including Open Days, taster days, Scholarship assessments, Voice Trials and tours of the School;
- Ensure the accurate and effective capture of all relevant data, enquiries, statistics and information to produce forecasts of pupil recruitment and retention for the Head and DFO, and to inform management decisions and marketing campaigns;
- Ensure all joiners are added to the School's MIS, liaising with the School Nurse, Head of Learning Support and Heads of Section, and ensure the DCC is notified of all leavers/off-rolling within their specified time-frame;
- Work collaboratively and supportively with the Marketing Manager to ensure healthy footfall to the School, and with the Heads of Section to oversee and attend all enrolment activities and induction events, including Move-Up Day, Taster Days, new parent events, pupils' tea party;
- Liaise closely with the finance office in all matters relating to fees, projections and admissions-related financial matters, including managing any occasional Student Visa applications;
- Liaise with the relevant teaching staff and Marketing Department to produce and collate New Parents' Handbooks, uniform lists and any other agreed pre-admission information;
- Liaise with prospective parents regarding their queries via phone or email when appropriate, having responsibility for the quality of all Admissions communications, including the production of offer letters;
- Build and develop strong links with known local feeder schools and nurseries and look for opportunities to establish links with other schools;
- Manage and optimise waiting lists, setting clear directions to enable the effective and optimal filling of the School and the accurate upkeep of records;
- Elicit feedback from prospective parents, non-joiners and feeder schools to inform future admissions strategies and action plans;
- Contribute to the updating and development of the admissions pages of the website in consultation with the Marketing Manager;
- Support the School's aim to encourage applications from pupils from a wide range of backgrounds in an inclusive manner;
- Develop and maintain a full understanding of target audiences and the dynamics of the marketplace;
- Be well informed about the School's academic, co-curricular, pastoral, spiritual and creative offer and the working of the School and the Choristers;
- Understand and support the aims and ethos of ECS and reflecting this to key stakeholders, in particular prospective pupils and parents;
- Any other reasonable request made by the Head.

Review

This job description will be reviewed annually and can only be changed with the agreement of the Head.