

Admissions Associate

Job description

Salary	£26,227.50 per annum + £3,000 London weighting (if applicable)
Grade	A1
Location	Hybrid - Birmingham, London, Manchester
Working pattern	Full-time, 37.5 hours per week
Contract	Permanent
Reporting to	Admissions Senior Associate
Direct reports	None
Main contacts	Internal – Front of House teams, School Engagement teams; Account management teams; Partnerships Operations team; Marketing and Brand; Technology; Programme Operations team, and Programme Leaders. External – teachers and early year educators, school and system leaders interested in our programmes, and past participants.
Role requirements	We encourage use of Flexible and Agile Working policies to balance workload and working pattern. Occasional travel across the regions may be required. Includes some limited evening and weekend work, for which time off in lieu will be given.

Main objectives

The Admissions team is responsible for the Business to Customer (B2C) sales of the organisation through progressing applicants from their first point of enquiry, to submitting their application and joining our Early Career Teacher (ECT) programme, National Professional Qualifications (NPQ), traded programmes or our newest Initial Teacher Training (ITT) programme. These programmes have reached over 25,000 teachers and leaders this year.

The Admissions Associate is responsible for delivering excellent customer service and support to applicants interested in completing one of our programmes, helping them to complete their application and onboarding. This is achieved through: calls and emails to current applicants, responding to queries via phone and email, supporting on communication strategies and implementation, ensuring data integrity and running processes to drive forward the applicant pipeline.

Main responsibilities

Delivering excellent customer service:

- Replying to email queries and helpline calls in a clear, friendly and timely manner.
- Finding solutions for applicant problems and sharing best practice.
- Work with internal stakeholders to ensure a seamless customer journey, maintaining excellent customer service throughout the applicant process and onto programme start.
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Support pipeline management and proactively work to convert the applicants through strong communication:

- Managing enquiries and applications pipelines, including:
 - Administering and monitoring sales call and email campaigns
 - Handling inbound and strategic outbound sales calls
- Understand and effectively communicate our programme content, key selling points and admissions criteria to applicants.
- Work with Pardot (our automated email system), ensuring communications are clear, timely and reported on.
- Use systems to monitor and evaluate stakeholder progress and flag where additional support may be required.

Deliver core processes and maintain and monitor accurate and up to date data records and information:

- Ensure data and other management information are maintained effectively and updated regularly in line with our Standard Operating Procedures.
- Bring continuous improvement efforts through feedback on processes, tools and ways of working.
- Monitor and analyse reports from our database/CRM: Salesforce to better understand applicant issues and pipeline trends.

Key Skills and Experience

Essential

Our successful candidate will, of course, demonstrate their commitment to the mission to improve the education and outcomes of children from disadvantaged backgrounds. They will also be able to demonstrate the following qualifications, skills and experience:

- Ability to identify own strengths and weaknesses and be open to feedback and improvement
- Strong attention to detail
- Ability to accurately record, monitor and analyse data
- A good understanding of customer service delivery and best practice
- Ability to manage a complex workload and able to balance potentially competing priorities
- Strong written and verbal communication skills
- Ability to clearly communicate and deliver processes
- Ability to spot issues, problem solve and escalate swiftly when necessary
- Ability to work collaboratively and independently with a high level of self-motivation
- Computer/IT skills and knowledge of Microsoft Office, including Word, Excel and PowerPoint
- Ability to use own initiative
- Able to respond positively and flexibly to change and/or challenging situations with a desire to seek solutions and make improvements
- Committed to equality and diversity

Desirable

- > Experience of working in the Education sector

This post is subject to receipt of two satisfactory references covering at least the previous 3 years and right to work in the UK.

Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the company to undertake any duties within your skills and capabilities which the company reasonably considers necessary to meet business needs.