

UPPINGHAM

Role Description

Job Title: Prospective Parent Liaison Coordinator (PPL)/(Admissions Coordinator)
Reports to: Admissions Manager and Registrar

General Information

Uppingham School, founded in 1584, is a leading co-educational independent boarding school. Its 800 pupils, aged 13-18, are accommodated in 15 boarding houses, taught by more than 20 academic departments, and participate in numerous co-curricular including sports, music, and drama. The academic programme is supported by business units responsible for marketing, estates, finance, human resources, IT, catering, cleaning, health and safety, and the School's trading subsidiary. The School employs more than 600 staff.

Uppingham has the highest ambitions and aspires to be the co-educational boarding school of first choice within the UK. The Prospective Parent Liaison Coordinator is one of two new roles within the department and offers the successful candidate a position of significant trust and responsibility in this future-facing and forward-thinking institution seeking to recruit some 230 pupils per year.

With a flair for communication, a real interest in people and children's education, attention to detail and great organisational skills, the PPL is tasked with building relationships with the School's first enquirers. The PPL will then look after them through application and assessment process, scheduling visits and assessments and assisting with all the Admissions Department's communications up until the point they join the School.

The Admissions Department is busy, friendly and professional team run by the Registrar, supported by the Deputy Registrar, Admissions Manager, Admissions Assessments Coordinator, Admissions Assistant and Admissions Database Manager.

Job Purpose

The Prospective Parent Liaison Coordinator (PPL) is an essential role as Uppingham's 'first voice' for almost all prospective enquiries. These enquiries need to be welcomed, considered, logged and replied to with appropriate advice. For many, follow up will involve arranging a next step, organising and scheduling visits or assessments as well as sharing information about the School. The bulk of the School's business will come across this desk, hence this is a vital role.

Your accountabilities

1. Enquiries: to receive and handle the enquires to the School, either by phone or through the busy Admissions Inbox.
2. Advice: to offer advice regarding the nature of the School, the application processes appropriate to the enquirer (including pre-tests, tests at 13+, scholarships, 14+ and 16+ assessment advice) bursaries, registration, houses choices, boarding and day options, the School Shop or to redirect enquirers to colleagues as appropriate.
3. Organising Visits: to organise bespoke visits for the wide range of families wanting to look around, to ensure these visits are clearly communicated both to guests and to the variety of School colleagues who will be involved. Arranging *ad hoc* tests will often be part of this.
4. The Admissions Diary: to ensure that weekly visits are communicated to school colleagues who are involved and others who need know; to ensure that the elements of the diary constructed ensure visitors enjoy a seamless and high-quality experience.

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5. Pupil Tour Guides: to allocate pupils to lead visitor tours, to do so with an eye to feeder school, geography or interests where possible, to record pupil involvement in a 'league table', to record 'anecdotes' of the tour where required, to order sufficient ties for all Tour Guides.
6. The Tour Guide Dinner: to organise a dinner for the unpaid officers of the Admission Department, the pupil Tour Guides.
7. Record Keeping: to record new pupils on the database as they enquire, to capture marketing data as part of this record, to retain and file admissions correspondence for each applicant, to amend and update records on the database as appropriate or directed as an application progresses.
8. Mailings and Communications Quality Control: to both initiate and assist with mailings to prospective families on a range of issues; to proofread and sense check formal communications from the department and in mailings, offers and other decision letters; to advise on and assist in copy writing for new elements for the Admissions part of the website.
9. References: to request references (and record such requests) for all candidates making an application; to read and record all references received, highlighting concerns with the Registrar as appropriate.
10. Fostering Relationships: to develop a characteristic hallmark of excellence in the way families, schools, agents, guardians are looked after by the Admissions Department.
11. New Pupils' Papers and the New Pupils' Handbook: to manage the assembly and editing of the annual New Pupils' Handbook and the related documents capturing important information from New Pupils before they start.
12. Handling the Unexpected: to offer flexible help to support the admissions mission by helping out with other tasks when pinch points arise in the department calendar.
13. Prospective Parents Groups: to develop GDPR compliant opportunity for overseas prospective parent constituencies to communicate with each other in advance of joining.

Outcomes

1. Enquiries: The professionalism of the School's approach will be evident in the quality of the service and advice that is provided. Replies will typically be handled the day that they arrive. Written English in all email correspondence will be accurate, professional and positive, even when an answer has to be negative.
2. Advice: The advice shared will ensure that families understand the boarding and day opportunities available, whether places exist for the point of entry they seek or whether pupils must apply for a 'Waiting List' place. Prospective pupils of the correct age will be guided to appropriate next step via a visit, registration, the type of test(s) that are appropriate, whether pre-tests are required, what these involve, the scholarship options available and how means tested support is explored, amongst others.
3. Organising Visits: Visits, bespoke to the needs of pupil and the family, will be organised. Almost all will require a pupil lead school tour and a visit to at least one house. Typically visitors lunch in a house and house-parents will be selected to host tours according to their availability, appropriate space in their house and showcasing what is available in the School. Some tours will require schedules that include meetings with other constituencies, eg: the Headmaster, Deputy Head (Academic), Director of Music, Director of Sport, Director of the Leonardo Centre and these meeting and Advice Auditions will be arranged as appropriate. Key constituents (HsMs, HM, Registrars) will also have access to a digitally scanned file and appointments will be scheduled in

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their Outlook calendars. The need for candidates to be tested or interviewed will be recognised and arranged as required.

4. The Admissions Diary: All the constituents of the week's tours will know already of their involvement through Outlook calendar invitations or emails and the weekly schedule will act as a reminder. It is also published to a wider readership so that other colleagues are aware (eg Porters, OU Association Secretary) and can support as may be appropriate.
5. Pupil Tour Guides: Tour guides will be selected to lead tours according to their timetabled availability, the number of other tours already completed. Some of the best tours link pupils who have attended the same school, have similar interests or know each other. Records of completed tours are kept to celebrate the year's top Tour Guides. The stock of ties to be awarded to TGs should not run out through the year.
6. The Tour Guide Dinner: This event is organised together with the Events Manager to celebrate the role played by these important and otherwise unpaid departmental colleagues. Anecdotes from tours through the year are collated by the PPL, from the PPL's desk, the Registrar and Deputy Registrar.
7. Record Keeping: Initial enquiries are always entered into RSA, the Admissions Database, so that further action can be taken by others in the department by referencing this and the pupil's file. Key data will include current school, the agent (where applicable), in addition to full name and date of birth and parents and parental contacts. Recording marketing data is also crucial to this first contact. The correspondence that follows is filed to facilitate smooth communication by others in the department as the application progresses.
8. Mailings Communications Quality Control: Mailings appropriate to imminent events or elements of the application process for groups of pupils will be initiated as required and these will have been discussed in the weekly meeting before sending to ensure overlap is avoided. The PPL will be involved in the proofreading and quality control of these, of other mailings and of other formal documents to ensure the highest accuracy and professional standards are maintained. Often communications are delivered via the website and sent as hyperlinks - input to helping create these links will ensure that the output is professional and high quality.
9. References: will be in place to support the selection meetings when decisions are made, to satisfy the visa requirements of UKVI and to assist with out of sync offers. Any alarm bells that exist will have already been highlighted to the Registrar.
10. Fostering Relationships: Uppingham's style and approach will be regarded as both professional and personable by the variety of constituencies we engage with. This will include prospective parents, feeder schools, agents and guardians.
11. New Pupils' Papers and the New Pupils' Handbook: Concluding the application journey is the collection of important practical information in the New Pupils' Papers. These papers are supported by the New Pupils' Handbook, curated by the Admissions Department but in wide consultation with other colleagues across the School. These publications represent the culmination of relationship fostered by the PPL through the admissions process.
12. Handling the Unexpected: In a busy department the experience of our clients is better when we work together to overcome pinch points that can slow replies to enquires or feedback to assessments. Accordingly, being able complete a registration, make an offer, archive an application, generate a report are tasks that we all might have an active understanding of, and be able to assist with, as required.
13. Prospective Parents Groups: For overseas constituencies, the path to Uppingham can feel less lonely if families can be put in touch with others who have already made, or who are making, the

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same journey. Such detail might be regarded as part of a characteristic hallmark of professionalism and thoughtfulness.

Person specification

The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form.

Qualifications

Minimum requirement of education to secondary level

Skills and experience

- Customer facing expertise (essential)
- Demonstrable experience in building relationships (essential)
- Knowledge and experience of the Microsoft package: Outlook, Word and Excel in particular
- Experience of using a database (essential)
- Ability to work at pace (essential)
- Proven experience of excellent oral and written communication (essential)
- Meticulous proof-reader (desirable)

Personal qualities

- Positive, can-do, and forward-looking attitude
- Excellent communication skills, oral and written
- Excellent listening and observational skills
- Personable, positive, supportive, and calm, able to problem-solve without drama
- Professional and diplomatic
- Confident working with young people/teenagers as well as adults
- Excellent organisational skills and ability to prioritise work effectively
- Excellent IT skills

Key relationships

- Registrar*
- Deputy Registrar
- Admissions Manager
- Senior Admissions Tutor
- Admissions Assessments Coordinator
- Admissions Database Administrator
- Admissions Assistant
- Housemasters and Housemistresses
- Headmaster*
- Headmaster's PA
- Deputy Head (Academic)*
- Deputy Head (Academic's) PA
- Senior Deputy Head*
- Senior Deputy Head's PA
- Finance Director*
- Assistant Head (Sixth Form)*
- Academic Enrichment Coordinator
- Directors of Music, Sports, Drama, Art/Design Technology
- Music Department Administrator
- Sports Department Administrator
- Marketing Director*

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- Events Manager
- School Shop Manager
- OU Association Secretary
- Examinations Officer
- Porters

Members of Uppingham's Leadership Teams are indicated with * above

Benefits

Working hours	Normal working hours are Monday-Friday, 37.5 hours per week in term-time, 35 hours per week in school holidays. Out of hours and weekend work will be required. In agreement with the Admissions Department Office Manager, significant hours accrued through out of hours work can be taken back in the school holidays.
Salary	C£25,000
Probation period	Six months
Pension scheme	Defined contribution scheme: employee contribution matched by School by factor of two, up to 10% maximum
Benefits	50% contribution to premiums for School's private health scheme Free membership of dual-use Sports Centre (£25 annual joining fee for full-time members of staff) Free staff lunches in term-time Staff fee concessions Retail, gym, supermarket, cinema and restaurant discounts (via Sodexo platform) Cycle to work scheme Employee Assistance Programme. Occupational Health Services Free annual flu jabs Recognised as a "Disability Confident" employer Recognised as a "Mindful" employer
Holidays	The annual holiday entitlement is 30 working days, plus public holidays that fall out of term-time. Up to 5 days must be taken over the Christmas period. Public holidays in term time are normal working days; a day off in lieu is given at another time. <i>Ad hoc</i> days off are permitted during term-time but the majority of holiday is to be taken during the school holidays. A minimum overlap of holidays between the Admissions Department Office Manager, PPL and Admissions Assistant is sought to ensure continuous cover for enquiries and holiday visits.

Safeguarding and Child Protection

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact, will be to adhere to and ensure compliance with the School's Safeguarding (child protection) Policy at all times. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School they must report any concerns to the School's Designated Safeguarding Lead (DSL) or to the Headmaster.

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Applications

Applicants should complete the School's application form, which can be obtained from the website (www.uppingham.co.uk) and returned, when completed, to hr@uppingham.co.uk, 01572 822216.

The HR Department
Uppingham School
High Street West
Uppingham
Rutland
LE15 9QD

Applications should be received by 09.00

First interviews will take place on

Second interviews will take place in the week following the first interview.

Please note this job description outlines the main duties and responsibilities of the position and is designed for the benefit of both the post holder and Uppingham School in understanding the prime functions of the post. It should not be regarded as exclusive nor exhaustive as there may be other duties and requirements associated with and covered by the post.