

LOCATION	Nord Anglia International School, Pudong	
JOB TITLE	Admissions Manager	
JOB PURPOSE	<p>Reporting to the Director of Admissions and Marketing, you will lead a small team of Admissions officers to support families wishing to apply for entry to NAIS Pudong.</p> <p>You will be a key front line member of the team, acting as a first point of contact for Admissions, from enquiry through to enrolment.</p> <p>Your responsibilities will include campus recruitment, visit management, enrolment, recording of accurate information and liaison with key members of staff. You will lead the rest of the Admissions team in best practice of these areas of responsibilities and ensure that all members of the team are performing these roles to the highest quality.</p> <p>You will also be responsible for working with the Admissions team to produce timely, accurate and high quality data to support continuous analysis and improvement of the work of the Department.</p> <p>You will also work closely with colleagues to develop marketing materials, coordinate and deliver events and raise awareness through social media.</p> <p>You will have at least five years' previous experience in sales, customer service or a related field. You will possess excellent communication and presentation skills, be results driven and proactive.</p> <p>You will have experience in working with people from different cultural backgrounds, and you will also be able to build relationships with representatives from relocation agents and corporate companies.</p> <p>The position is full time with some weekend and evening working.</p>	
REPORTING TO	Director of Admissions and Marketing	
DIRECT REPORTS	Admissions Advisors	
OTHER KEY RELATIONSHIPS	<p>Internal</p> <ul style="list-style-type: none"> ▪ Director of Admissions & Marketing ▪ Admissions Team ▪ Regional Director Admissions & Marketing, China ▪ School Senior Leadership Committee (SLT), teachers and school staff ▪ Parents & students <p>External</p> <ul style="list-style-type: none"> ▪ Relocation agents ▪ HR contacts at corporate organisations 	
PACKAGE		
KEY RESULT AREA	MEASURES OF PERFORMANCE	
Working with the Director of Admissions and Marketing, manage a small team of Admissions staff to deliver the highest quality service to families who are interested in enrolling at the NAIS Pudong.		

Record and report accurate and timely information on enquiries, visits and enrolments, and ensure the Admissions team is producing accurate and timely reports for the consideration of the Senior Leadership Team.	
Continuously improve best practice amongst the Admissions Teams.	
Provide a high quality enquiries, visit, follow up and orientation process for families interested in the school, acting as a role model for the rest of the Admissions Team.	
Support and participate in the coordination and delivery of school events and initiatives incl Open Days, Student Recruitment Fairs, Orientation Day and Academic Review Evenings.	
Play an active role in building links and maintaining close relationships with local businesses, organisations, relocations agencies and developing outreach strategies to these organisations in order to generate awareness about the school.	
To develop parent liaison and relationships ensuring that word of mouth comments are positive.	
To participate in the student retention process including the leavers survey and consequent follow up and reporting.	
Personal Development <ul style="list-style-type: none"> ▪ Continual development through the identification and implementation of your own Personal Development Plan 	<ul style="list-style-type: none"> ▪ Improved performance ▪ Performance appraisal ▪ Personal Development Plan
OTHER <ul style="list-style-type: none"> ▪ Promote and adhere to the Company Vision and Values: <ul style="list-style-type: none"> ▪ Opportunity - For us, opportunities need to be meaningful, about achieving potential and making progress. ▪ Impact - For us, impact is about making a difference. It needs to be immediate, positive and lasting. ▪ Leadership - For us, leadership is about considering the team's needs as well as your own, setting inspiring examples, being supportive and showing real accountability and responsibility. ▪ Respect - For us, respect is about listening, being inclusive, showing tolerance and getting the little things right ▪ All staff are required to manage effective personal development as part of the Company's commitment to invest in staff as the key resource in the organisation ▪ Each individual must ensure that they meet their statutory responsibilities and Company policies with regard to Health and Safety, Equal Opportunities and other relevant legislation ▪ Any other appropriate duties as allocated by the Principal or Line Manager. 	<ul style="list-style-type: none"> ▪ Valued member of the team and organisation

PERSON SPECIFICATIONS	
Qualifications/Training	
▪ Bachelor's Degree (preferably in Business Studies, Marketing, PR, Economics, Communications, Sales etc)	Essential
Experience / Knowledge	
▪ 5-8 years' experience in sales	Essential
▪ Experience of managing a team to deliver high quality outcomes	Essential
▪ Experience of having worked within a customer-centric, service delivery sector, education sector experience a bonus	Essential
▪ Excellent customer service skills	Essential
▪ Experience of high level networking to build creative and mutually beneficial relationships	Essential
▪ Experience in working with client relationship management software or systems.	Essential
Skills	
▪ Excellent time management and organisational skills	Essential
▪ Fluent communicator in English and high level written and oral skills	Essential
▪ Commercially aware and results driven with good business acumen	Essential
▪ Affinity with and interest in education	Essential
▪ A second language is highly desirable, preferably European or Japanese	Desirable
Personal Attributes	
▪ High levels of personal integrity.	Essential
▪ Excellent organisational and time-management skills	Essential
▪ Attention to detail	Essential
▪ Ability to work under pressure and remain calm	Essential
▪ Willingness to take on multiple tasks	Essential
▪ Proactive and able to prompt others to ensure deadlines are achieved	Essential
▪ Self-motivated and enthusiastic	Essential
▪ Ability to work independently	Essential
▪ Continually strive for improvement	Essential
▪ Adaptability	Essential

OTHER CONDITIONS

- Hold a current Enhanced Criminal Records Bureau Disclosure or equivalent for countries lived in outside of the UK.
- Compliance with visa requirements for working in Shanghai