Job Description and Person Specification

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.	
Job Title:	Admissions and Alumni Administrator (Maternity Leave Cover; 1 year, All Year Round, 5 days per week)
Summary of the role:	The Admissions and Alumni Administrator plays a key role in supporting the smooth and efficient operation of the admissions process. They act as the first point of contact for agents and prospective families, providing accurate information, guidance, and administrative support throughout the application journey. The role involves managing enquiries, processing applications, maintaining accurate records, co-ordinating interviews or assessments, tours, and helping ensure that applicants receive a positive and professional experience from first enquiry through to enrolment. The Admissions and Alumni Administrator will also be responsible for maintaining, updating, and optimising Sidcot School's alumni records and engagement database. They ensure that data is accurate, secure, and effectively used to support fundraising, communications, events, and long-term relationship building with former students. Working closely with development, fundraising, marketing, and events teams, the role helps strengthen the alumni network by ensuring reliable insights, streamlined processes, and high-quality information that enables effective engagement and stewardship efforts.
Safeguarding requirements:	• Engage in regulated activity relevant to children • Promote and safeguard the welfare of children and young persons for who you are responsible and with whom you come into contact. • Ensure safeguarding protocols are followed for all visitors, including monitoring access to the site. • Maintain confidentiality and always handle sensitive information with discretion.
Main duties and responsibilities:	**Application Enquiries and Customer Service** • Respond promptly and professionally to admissions-related enquiries by phone, email, and in person. • Provide accurate information on courses, entry requirements, fees, and application procedures.

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	• Support prospective applicants and families through the initial steps of the admissions process.
	Application Processing
	• Update applicant records in the admissions system (Metis).
	• Track application status and ensure all required information is received and accurately logged.
	• Follow up with open enquiries to effectively move them through the admissions pipeline.
	Data and Record Management
	• Maintain accurate, confidential records on admissions databases or CRM systems.
	• Maintain and update alumni records to ensure accuracy, consistency, and completeness. Monitor data quality, conduct routine audits, and correct duplicate or outdated information.
	• Support data imports, exports, and migrations between systems.
	• Implement and follow data governance procedures in line with organisational policies.
	• Produce reports, statistics, and summaries for managers when required.
	Interviews, Assessments and Events
	• Schedule interviews, assessments, tours (and tour guides), co-ordinating with academic and admissions teams.
	• Prepare interview forms or assessment materials where needed.
	• Support the delivery of recruitment and outreach events.
	• Support the delivery of study tours.

Communication and Correspondence

- Draft and manage admissions correspondence, including offer letters, confirmation of studies letters, and information packs.

- Keep applicants informed of timelines, next steps, and outstanding actions.

- Correspond with recruitment agents to ensure Agent Agreements are up to date and correctly filed. Send and follow up references for new agents.

Enrolment and Onboarding

- Assist with the final stages of enrolment, ensuring all documentation is complete.

- Support applicants transitioning into enrolled students, working closely with academic, finance, and student support teams.

Reporting and Data Analysis

- Generate reports, dashboards, and mailing lists for fundraising, communications, and events teams.

- Provide data insights to inform alumni engagement strategies and campaigns.

- Track engagement metrics and produce analysis for managers or leadership.

Alumni Communications Support

- Prepare segmented mailing lists for newsletters, appeals, invitations, and announcements.

- Assist in the scheduling of communications by ensuring data accuracy and correct audience targeting.

- Update contact preferences to comply with GDPR and other data protection standards.

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	Fundraising and Stewardship Support • Maintain accurate records of donations, pledges, and gift histories. • Produce donor profiles and research summaries to support fundraising activity. • Ensure donor recognition information is up to date and accurately recorded. **Compliance and Data Protection** • Ensure all alumni data is managed in accordance with GDPR, organisational policies, and ethical standards. • Maintain data confidentiality and support safe data-sharing practices. • Monitor and record consent for communications and data use. **General Administration** • Contribute to team meetings and continuous improvements in admissions and alumni processes. • Assist with other administrative tasks as required.

You may also be required to undertake such other comparable duties as the Head or your line manager requires from time to time. For the avoidance of doubt, the duties and responsibilities contained within this job description may change from time to time according to the requirements of the role and it is not intended to have contractual effect.

Last Updated: March 2026

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The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.			
	Essential	**Desirable**	**Method of assessment**
	These are qualities without which the Applicant could not be appointed	These are extra qualities which can be used to choose between applicants who meet all of the essential criteria	
Qualifications	*The professional, technical or academic qualifications that the Applicant **must have** to undertake the role or the training that they **must have** received* • Educated to A Level or equivalent.	*The professional, technical or academic qualifications that the Applicant **would ideally have** to undertake the role or the training that **they should ideally have** received* • Training in using Microsoft suite of products • Administrative qualification. • Courses in office administration, secretarial, or business studies are advantageous.	• Production of the Applicant's certificates • Discussion at interview • Independent verification of qualifications
Experience	*The categories of work or organisations, types of achievements and activities that would be likely **to predict** success in the role* • Proficiency in database systems, Microsoft Office, and digital tools	*The categories of work or organisations, types of achievements and activities that would be likely to **contribute to** success in the role* • Experience of working in a school environment • Working knowledge of Metis, SIMS, Toucan	• Contents of the application form • Interview • Professional references

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	• Proven productivity in a busy office environment	Tech and/or equivalent Admissions and Alumni database systems • Database upkeep and 'cleaning'	
Skills, abilities and competencies	*The skills, abilities and competencies required by the Applicant to perform effectively in the role* • Excellent IT skills in Microsoft Office • Excellent communication and interpersonal skills • Exceptional organisational skills and attention to detail • Ability to multitask and work to deadlines • Customer service mindset with a professional, friendly approach • Discretion when handling confidential information • Excellent communication with colleagues	*The skills, abilities and competencies that would **enable** the Applicant to perform effectively in the role* • Text editing and design proficiency for external communications.	• Contents of the application form • Interview and task • Professional references

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Knowledge	*The knowledge required by the Applicant to perform effectively in the role* • Proficient in Microsoft Office (Word, Excel, Outlook).	*The knowledge that would enable the Applicant to perform effectively in the role* • Working knowledge of Metis, SIMS, Toucan Tech and/or equivalent Admissions and Alumni database systems • Data-cleaning processes	• Contents of the application form • Interview • Professional references
Attitude and Behaviours	*The attitude and behaviours that the Applicant requires to perform effectively in the role and to ensure that the Applicant safeguards and promotes the welfare of children and young people* • Motivation to work with children and young people • Ability to form and maintain appropriate relationships and personal boundaries with children and young people • Supportive of the Quaker ethos and principles • Team player • Detail-oriented	*The attitude and behaviours that would assist the Applicant to perform effectively in the role* • Enthusiastic and positive in outlook • Eager to problem solve for best outcomes	• Contents of the application form • Interview and task • Professional references