

## **Job Description: Admissions and Customer Services Officer**

**Reports To:** Operations director

**Location:** West London – with some travel to various Ark Start sites in London

**Contract:** Permanent

**Pattern:** Full-Time (Part-time option but at least 0.8 FTE)

**Full Time Salary:** £23,366 to £27,500 (depending on experience)

### **About the role:**

We are looking to recruit an Admissions and Customer Services Officer to join the Ark Start Team. The successful candidate will excel in a range of different duties including communicating with external and internal stakeholders, keeping the management information system for Ark Start up to date while demonstrating high levels of attention to detail in their work.

Ark Start currently has 2 nurseries in South London and are planning to add more settings over the next 6 months. This role will work alongside another admissions and customer services officer, each of whom will be responsible for supporting up to 3 nurseries.

The role would suit a highly organised individual who would thrive working with a range of different people in a dynamic and fast-growing organisation.

### **Key responsibilities (for up to 3 Ark Start nurseries)**

- Overseeing the admissions and sales process to meet occupancy targets
- Communicating with customers by phone and email
- Responsible for Ark Start general communications, ensuring queries are answered or directed to the appropriate member of staff for follow up
- Liaising with nursery managers to ensure information is correct, up to date and customer requirements and financial targets are met
- Keep the management information system up to date
- Resolving initial complaints and queries; escalating to the nursery managers when necessary
- Ensuring all admissions data is up to date
- Report regularly to nursery managers and SLT on enquiry status, occupancy and forecasts
- Report regularly on other elements of paid for service including catering, bookings, offsite visits etc
- Manage catering bookings and track orders and take-up to minimise waste

### **Other responsibilities (together with other admissions and customer services officers)**

- Support and cover across all Ark Start nurseries, as required
- Responsible for communications templates and process plan
- Support with marketing for new nursery openings

## Person Specification: Admissions and Customer Service Officer

### Knowledge & Skills

- Strong written communication skills
- Strong interpersonal skills
- Excellent phone manner
- Demonstrate high levels of attention to detail
- Willingness to go above and beyond, a quick learner and adaptable

### Personal Qualities

- Team player who takes initiative
- Ability to prioritise and manage conflicting demands
- Commitment to Ark Start values and mission
- Demonstrates resilience and an ability to positively respond to changing priorities
- Willingness to occasionally travel across Ark's network of schools

### Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check and Disqualification by Association check

*Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.*

*Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).*

*We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).*