

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: Part-Time (Term-Time only or reduced hours all year-round options – preferences to be discussed in interview)

Salary: £23,000 - £26,000 (FTE equivalent) depending on experience

Start date: As soon as possible

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.

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:

- Overseeing the admissions and sales process to meet occupancy targets across the Ark Start nurseries
- 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
- Responsible for communications templates and process plan
- 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

Person Specification: Admissions and Customer Service Officer

Knowledge & Skills

- Excellent phone manner
- Strong written communication skills
- Strong interpersonal skills
- 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; all successful candidates will be subject to an enhanced Disclosure and Barring Service check.

Ark Schools are committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives. Please [click here](#) to learn more.