

We are looking for an Administration & Admissions Officer

To start Nov/Dec 2022, apply by Thursday 3 Nov

Hours: 37.5 hours per week term-time, 8.30-4.30. Plus any open days/events outside of the school day, and 6 weeks out of term time which can be worked flexibly/ from home

Salary: £18,000 - £22,000 based on skills and experience

Cardiff Steiner School are looking for a proactive, customer-focused and highly-organised Administration & Admissions Officer to join our passionate and inclusive team.

Reporting directly to the School Administration and Business Managers, you'll support all aspects of Administration and Admissions within our lively School environment. It's a dynamic and varied role where you'll have a mix of your own responsibilities, as well as supporting the Administration Team and being a key-player in the day to day running of the School.

Some of your wide-ranging responsibilities include handling and coordinating the admissions process, helping with queries from parents (you are their first port of call) pupils and staff; supporting the School's marketing function, assisting with events and generally ensuring the smooth running of the admin function. The role is extremely varied and encompasses a myriad of tasks, so no day is ever the same.

About You

You'll become a passionate advocate for Cardiff Steiner School and our ethos of an holistic and creative education - combining a genuine commitment to exceptional customer service with a strong aptitude/interest in sales/marketing and excellent administrative and organisational skills.

You'll be confident, adaptable and able to remain calm and approachable in a busy, multi-faceted working environment. As a self-starter, you'll be willing to learn and understand the different requirements of the role, and be committed to providing an excellent service to staff, parents, pupils and prospective families.

The role could suit someone with experience in school administration support, but equally is ideal for a graduate with some administration and customer-focused/sales experience who is keen to take on more responsibility in a varied and interesting role and a rewarding and creative place to work.



About Us

Cardiff Steiner School is an independent Steiner Waldorf school for boys and girls aged 3 to 19. We offer an inspiring and creative education based on the needs of the whole child - academic, physical, emotional and spiritual. Our distinctive, international curriculum integrates arts and academics into a rich, balanced education that ignites a lifelong passion for learning.

You'll join us on an exciting stage of our journey. Founded in 1997, we opened our first classes in 2012, built upon the firm foundations of 15 years as a successful Kindergarten. From strong roots we've quickly grown, and expanded to Upper School in September 2017 offering the [Certificate of Steiner Education \(NZCSE\)](#) up to age 19. 2020-21 saw our very first Class 12 graduate with the Certificate.

The Certificate is the first international, secondary school qualification to be **fully based on the Steiner curriculum**. It is a valid, alternative secondary school qualification that allows students to progress to further/higher education **free from the restrictions of GCSE and A level curricula** and examinations.

We are a small school by design, with a highly-dedicated staff team, supportive families and a strong community spirit. As a pioneering bunch we have an irrepressible spirit and enjoy rising to the challenges and celebrating the joys that a young School brings.

Our staff are at the heart of our success and we have a strong culture of collaboration where staff are valued and your input, enthusiasm and talents will be welcomed and appreciated. You'll have the support and guidance of the School Business Manager and School Administrative Manager and, subject to your availability, will be able to shadow and work alongside the current postholder who is moving on to a new career.

We are a UK Steiner Waldorf School Fellowship Associate School and are fully independent. Please visit our website at www.cardiffsteiner.org.uk to learn more about the School.

How to apply

Please feel very welcome to discuss the post with Jenny Grewal at marketing@cardiffsteiner.org.uk

Please take a look at the Job Description and Person Specification at www.cardiffsteiner.org.uk/jobs-admin and complete and return the Application Form and Equality of Opportunity Questionnaire **by Thursday 3 November** to:

Nicola Robinson, Cardiff Steiner School, Hawthorn Road West, Llandaff North, Cardiff CF14 2FL
ask@cardiffsteiner.org.uk (029) 2056 7986

The recruitment process will involve an interview and job-specific interview task/s in early November.

Cardiff Steiner School is committed to safeguarding children and young people, we expect all applicants to uphold this. All candidates must have suitability to work with children, and post holders are subject to a satisfactory enhanced Disclosure Barring Service check.

See Person Specification and Job Description overleaf

Job Description Administration & Admissions Officer

Responsible to: The position reports to the School Administration Manager and School Business Manager and is accountable through them to the Board of Trustees.

Core Responsibilities

The role involves all aspects of School administration and admissions, and works closely with the School Administration Manager and School Business Manager as a member of the Administration team to ensure the smooth running of the School.

Key Responsibilities:

Duties and responsibilities include:

Administration/Operations

- Supporting the School Administration Manager and School Business Manager in the effective day to day management of the School's administrative and financial systems and procedures
- Carrying out duties across the Administration function to ensure a smooth and efficient delivery of service to all stakeholders
- Supporting the daily operational flow of the School Office
- Contributing to the planning, development and organisation of administration and record-keeping systems, procedures and policies to maximise efficiency, accuracy, and professionalism
- Maintaining and updating centralised attendance figures, pupil and employee records and other records as required, ensuring all records and documents are up to date and filed appropriately
- Reporting on school data as required, both within the School and to external bodies
- General administration duties including filing, document management, post etc.
- Producing word-processed letters and reports, spreadsheets and other documents as required
- Keeping the office organised, tidy and paperwork and data filed appropriately
- Maintaining the strictest levels of confidentiality and adherence to data protection in line with School policies. The role requires regular handling of sensitive and financial personal data.

Customer Focused Duties

- Providing an effective front of house services, managing the front desk, greeting parents, staff, pupils, and visitors
- Ensuring front line enquiries from staff, pupils, parents and visitors are dealt with promptly and professionally. Handling these where possible, or directing to the appropriate individual/entity
- Answering, dealing with or transferring all calls to the School Office
- Facilitating and supporting the flow of internal information between staff and parents
- Working with the School Business Manager to support communication and joint working between parents and the School

- Maintaining the School diary and arranging meetings between parents, staff and external agencies
- As a member of the First Aid Team, administering minor first aid, primarily to pupils, but also to staff, parents and visitors as required, and recording and reporting these in line with School policies
- Supervising pupils and visitors waiting in the reception/office area
- Ensuring the reception area of the School remains organised and tidy throughout the School day, and ensuring communal areas of the School are tidy and presentable to visitors

Admissions and Student Recruitment

- Working with the School's Business Manager and School Administration Manager to support admissions and student recruitment activities and events
- Implementing the School's Admissions Procedure in line with School Policies
- Working with the School Business Manager to develop and enhance marketing and recruitment activities, and to support the School's social media strategy
- Developing an understanding of the School's brand values and ethos and ensuring these are appropriately reflected in all admissions activities
- Handling and coordinating the admission process of pupils from first enquiry to pupil registration including:
 - Providing a warm, welcoming, and professional point of contact for prospective families
 - Maintaining ongoing and timely communication with prospective parents from first point of contact, sending information, arranging visits, and follow up
 - Arranging and undertaking individual visits with prospective families
 - Actively contributing to, organising, and attending recruitment events, open day etc.
 - Maintaining admissions file and tracking admissions progress, chasing and receiving application information, scheduling interviews, meeting and assessments, sharing admissions information with and collating feedback from all staff
 - Managing and maintaining the data on student on and off rolling, including requesting and sending files from School transfers
 - Working with the School Business to analyse admissions and recruitment data and forward planning in response to findings

Purchasing & Finance

- Ordering teaching and other supplies in line with the School's purchasing policies and procedures; keeping appropriate records/receipts and managing the system for delivery, checking and distribution of deliveries to staff ; ordering and organising office supplies
- Organising collection of incidental parent payments (trips etc.) and ensure accurate recording and processing
- Handling and administering Hall Hire enquiries, including showing potential hirers around

Events Support

Administration has responsibility and accountability for all events and functions at the school, which includes administrative elements as well attending events, some of which are held during evenings

or at weekends. You may be required to attend these as part of the role, with reasonable notice, outside core hours.

Legal/Compliance

- To help maintain day to day security and safety of the building and grounds, ensuring parents, visitors and independent contractors follow the School's safeguarding procedures
- To deputise as the responsible person for fire evacuation and emergency response in the absence of the School Administration Manager and School Business Manager
- To develop an understanding of, and work within, the School's compliance and legal obligations
- To be aware of and operate within the School's policies and procedures and to support their implementation including the Safeguarding and Health and Safety policies
- To uphold the School's commitment to safeguarding children and young people

General

- Liaising with outside agencies where required; and working effectively with teaching and support staff, Administration and the Board of Trustees
- To review and reflect on your own practice and take part in the appraisal of your own work performance and assist in the appraisal of colleagues as required
- To attend meetings as required
- To participate in providing cover for break time and cover for absent colleagues
- To support the School's ethos, principles and objectives, and actively contribute to whole-school activities and development
- To undertake appropriate study and training as necessary both for the effective fulfillment of the role and to advance the school's ethos, principles and objectives; including participating in Inset days during school holidays or weekends as required.
- Any other duties reasonably requested by the School. The job description is current but liable to variation to reflect or anticipate changes in the requirements of the post.

Person Specification Administration & Admissions Officer

Essential

Experience

- Experience of working as in a school administration support role
OR
Administration and customer-focused/sales experience with a keen interest in taking on more responsibility/developing your skills
- Experience of delivering exceptional customer care

Skills /Aptitudes

- A genuine commitment to exceptional customer service
- Excellent administrative and organisational skills
- A strong aptitude/interest in sales/marketing which you are keen to develop in role
- Exemplary communication and interpersonal skills
- To be a committed advocate of Cardiff Steiner School at all times in your professional capacity as a member of staff
- A highly-motivated, proactive self-starter, willing to learn and understand the different requirements of the role
- A genuine interest in Steiner education and the ethos of an holistic and creative education
- Confident, adaptable and able to remain calm and approachable in a busy, multi-faceted working environment with competing demands
- Good standards of English and Maths to produce accurate and high-quality documents and records
- Proficiency in common word-processing/email/spreadsheet applications and the ability to quickly learn and use new data systems as required
- The ability to undertake normal Administrative duties
- A committed, responsible and reliable individual with excellent attendance and punctuality
- An understanding of the importance of confidentiality and personal high standards in maintaining this
- Ability to work in a small, close knit team and to work with colleagues across the School
- A willingness to play a full part in the life of the School to support its mission and ethos
- A sense of humour
- Suitability to work with children and a satisfactory enhanced Disclosure Barring Service check, and a real commitment to safeguarding children and young people
- Candidates from abroad will be asked to provide criminal records clearance from countries of residence, as well as evidence of eligibility to work in the UK.

Desirable

- Training, knowledge or awareness of Health & Safety and /or safeguarding and child protection
- Current Paediatric First Aid certificate or first aid training
- Previous knowledge/experience of working in School Administration
- Knowledge and understanding of Steiner Waldorf Education
- Graduate or equivalent