

JOB DESCRIPTION

Admissions Manager



HARROW
SCHOOL

DEPARTMENT	Admissions Team
REPORTS TO	Registrar
RESPONSIBLE FOR	Admissions Registry Team
WORKING PATTERN	Full time, all year round (your employment contract will give full details)
ISSUE/REVISION DATE	April 2026

BACKGROUND

Harrow School is one of the world's most famous schools. Founded in 1572 by a local yeoman farmer, John Lyon, under a Royal Charter granted by Queen Elizabeth I, it is located on a 324-acre estate encompassing much of Harrow on the Hill in north-west London. Around 840 boys aged 13 to 18, who come from all over Britain and across the world, live in the School's 12 boarding Houses, and there are about 120 teaching staff and over 500 non-teaching staff.

The Admissions Office is the gateway to the School. The Admissions team works with a wide range of parents, boys, prep schools and junior schools to identify and guide prospective boys and their parents from initial enquiry, through testing, to an offer being made and accepted.

The Admissions team is responsible for initial registration and deposit processes, testing, making offers to successful boys and enrolling them onto the School's pupil database (iSAMS) as a final step.

The enrolment experience of every family, from initial enquiry, through application, testing, selection and ultimately to being offered a place is central to the work of the Admissions department, who strive to ensure that every step of the process is clear, consistent, customer focused and well managed.

THE ROLE

The Admissions Manager has day-to-day responsibility for the activities of the Admissions team who operate within the wider Admissions department.

Responsible for the end-to-end testing and registration process for prospective pupils, from initial enquiry and deposit through to the day the boy arrives at the School, the post-holder will ensure that every aspect of the application process is well informed, well supported, efficiently documented, easily reported on and well managed.

Responsible for managing the Admissions team, the post-holder will encourage innovation, ensure data management is accurate, efficient and compliant with GDPR and the School's internal policies and procedures, and

will encourage ways of working that are transparent, flexible and which remove opportunities for data conflict/overlap/repetition. The Admissions Manager will also foster good working relationships within the department and ensure that members of the team conduct themselves in line with the School's values at all times in their interactions with the full range of stakeholders with whom they are dealing as well as with each other.

KEY RESPONSIBILITIES AND DUTIES

This job description reflects the core activities of the role and is subject to change as the department and the postholder develop. The School expects that the post-holder will recognise this and will adopt a flexible approach to work. In addition, the post-holder will be expected to undertake such other duties within the scope of the role as may be required by the Director of Admissions and by the Registrar.

KEY DUTIES

- In conjunction with the Registrar, be responsible for the smooth and efficient running of the Admissions Department/Registry.
- Be ultimately responsible for the registration process for entry into Harrow at all entry points.
- Be ultimately responsible for the smooth and efficient running of all ad-hoc admissions testing (falling outside of the usual Year 9 and Year 12 entry points) for entry into Harrow at all entry points including making appropriate arrangements for boys with SEND needs if required.
- Be ultimately responsible for the smooth and efficient running of the Sixth Form process in its entirety, including the assessments, offers, acceptances and withdrawals.
- Be ultimately responsible for the management of visa applications to ensure all boys admitted to the School have the correct visas and compliance documentation.
- Be ultimately responsible for representing the Admissions Team at all relevant committees as required.
- Be ultimately responsible for the annual review of the Admissions Policy and any other relevant policies as and when required.

LINE MANAGEMENT RESPONSIBILITIES

- Be the day-to-day line manager of all members of the Admissions team reporting directly to the post holder – the Admissions Coordinator and the team of Admissions Officers and Admissions Assistants.
- Support and develop team members, giving clear and productive feedback on a regular basis and addressing any staffing needs or issues that arise.
- Carry out appraisals of the team as per the published appraisal cycle.
- Hold weekly 1:1 update meetings with the Registrar.
- Organise regular Admissions Department/Registry team meetings.
- Organise the smooth running of the Department during holidays and if during periods of staff absence.
- Oversee holiday entitlement and holiday requests from all members of the team.
- Oversee staff working from home arrangements such that Peel House is appropriately staffed for planned visits and “off the street” visits during term as appropriate. The default position is that all members of the department should be working from the office five days a week during the School term and as agreed during the School holidays.
- Be responsible for answering all emails and telephone calls over all holidays when the Deputy Registrar is on annual leave.

REGISTRATIONS, DATA MANAGEMENT AND DIGITAL PLATFORMS

- In co-operation with the Registrar, take responsibility for the management, integrity and development of the department databases and information storage systems.
- Be ultimately responsible for the admissions portal and for all admissions into Harrow (at all entry points).

- Have direct responsibility and oversight for liaising with our representatives in Hong Kong and China regarding applications.
- Work with ITQ, the IT Department and the Communications team to ensure that the admissions portal is as efficient, and user-friendly a tool as possible for prospective parents.
- Analyse the data streams currently in place throughout the department, routinely identifying efficiencies and methods to identify and correct inaccuracies.
- Design and develop policies and procedures to ensure effective data management across the team, making improvements where necessary.
- Represent the Admissions Team at all relevant committees (such as the Support IT Operations Committee and Data Management Committee).
- Implement protocols and procedures for organizing, storing and analyzing data efficiently and effectively.
- Liaise with digital product account managers regarding latest upgrades and improvements of software.

ADMISSIONS TESTING – SIXTH FORM AND AD HOC TESTING

- Have direct responsibility for the administration and organisation of the Sixth Form assessments which take place in the Autumn and Spring Terms under the instruction of the Sixth Form Registrar.
- Liaise with Academic Asia and UKBS and the Sixth Form Registrar regarding Hong Kong and China Sixth Form applications and assessments.
- Liaise with the wider admissions team to ensure that registration fees and entry deposits have been paid and recorded for Sixth Form applications.
- Administer and organise any ad hoc scholarship and Sixth Form assessments throughout the year as required.
- Compile results following scholarship and Sixth Form admissions testing.
- Have direct responsibility and oversight for the generation of Sixth Form offers and contracts for parents' signatures.
- Have direct responsibility and oversight of processing Sixth Form acceptances, including signed acceptance forms and payments.
- Have direct responsibility for processing the withdrawals of Sixth Form applicants on the database, confirming withdrawals with parents, and informing the relevant staff members about these.
- Have direct responsibility for the administration and organisation of any ad hoc assessments throughout the year as required, for Sixth Form entry.
- Liaise with Learning Skills to ensure that any boys with SEND/EAL needs are catered for appropriately when being assessed at all points in the Sixth Form admissions process and for any ad hoc testing if required.

VISAS AND NEW JOINER DATABASE MANAGEMENT

- Ensure that the School's visa management processes are robust and comply with legislation.
- Work closely with the Pupil Database Manager throughout the year to ensure that all boys admitted to the School have the correct visas and compliance documentation.
- Ensure that the new boys visa spreadsheet and the relevant fields within the iSAMS records for the incoming cohort are accurately updated and maintained.
- Answer any new boys visa queries, seeking guidance from the Database Manager when required.
- Log into Gov.UK SMS system (UK Visa & Immigration Sponsor Management System) once a month to read relevant updates and action accordingly.
- Be familiar with the passport expiry report and dependant visa spreadsheet.
- Ascertain what type of visa the applicants require and acquire the necessary documentation.
- Request advance fee invoices from Finance and email them to parents.
- Send visa referrals through to Newland Chase via Immigo.
- Download any e-visas and decision letters, uploading these to iSAMS, and filling in the relevant fields on iSAMS.
- Undertake routine compliance training as required.

- Liaise with the School's Database Manager, Music Schools Secretary, House Secretaries and the Medical Centre to ensure they have all the relevant information regarding boys in their year of entry to the School.
- Ensure efficient, fully automated transmission of admissions data to the School's database, liaising with the School's Database Manager as necessary.
- Ensure that the School's Child Student Visa data (including travel planning and absence data) is robust, up to date, compliant with Home Office requirements and well managed at all times. This is currently managed in partnership with a third-party provider, Newland Chase, with whom the postholder should liaise directly on a regular basis.

ANALYSIS AND REPORTING

- Provide routine and one-off reports and statistics when required by the Director of Admissions, the Registrar, the Head Master, the Governors, other members of the Senior Management Team (SMT) and House Masters.
- Develop a suite of reports that provide insights to inform the efficiency and function of the wider department.

DATA PROTECTION AND COMPLIANCE

- Have overall responsibility for the Department's compliance with GDPR and data protection legislation.
- Train colleagues, using external support as necessary, to ensure everyone is aware of their responsibilities under data protection laws.
- Ensure that internal procedures are being followed among the members of the team.
- Work closely with the School's Privacy Officer to ensure policies and procedures are robust and ensure safe and compliant data sharing.
- Establish rules and procedures for data sharing with senior management, external stakeholders etc.
- Keep internal documentation up to date.
- Keep up to date with data management developments and advise the Registrar of the impact on any Admissions outputs.
- Ensure consent information and communication preferences are recorded correctly on the database.

OTHER

- Oversee the day-to-day reception function provided by the Admissions team, ensuring that parents and prospective parents experience the highest quality of customer service every time they contact the department.
- Be responsible for allocating appropriate help to the Director of Admissions, Registrar, Deputy Registrar, Sixth Form Registrar, Awards Registrar, Admissions Coordinator, Tutor for Admissions and Harrow Admissions Ambassador as appropriate and when required in the fulfilment of their duties.
- Liaise with the Deputy Registrar to ensure that the admissions policy and admissions general notes are updated annually to reflect the current systems and procedures in place.
- Make the department as environmentally friendly, cost-effective and efficient as possible.

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Safeguarding policies and procedures at all times. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to his/her line manager or the School's Designated Safeguarding Lead.

This position is subject to an enhanced check with the Disclosure and Barring Service in the event of a successful application. Copies of the School's Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the HR team.

PERSON SPECIFICATION – Admissions Manager

QUALIFICATIONS, EDUCATION AND TRAINING

ESSENTIAL

- Relevant degree-level (or equivalent) academic qualification.
- Extensively trained in the use and management of pupil databases, ideally with an admissions aspect

KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- Experience of successfully managing an education-based admissions team
- Experience of successfully managing an admissions data management system and process from start to finish
- Extensive experience of using a customer relationship management (CRM) database
- Experience of generating and interrogating reports
- Strong technical knowledge of data manipulation using Excel or SQL
- Experience of working successfully within a highly customer-focused environment
- Successful line-management experience

DESIRABLE

- Knowledge of the independent school sector

SKILLS AND ABILITIES

ESSENTIAL

- A pleasant, outgoing personality and excellent interpersonal skills
- A competent and supportive manager
- High level of IT proficiency including substantial use of databases, Word (including mail merge), Excel, the internet and email
- Demonstrable research and analytical skills to easily identify and resolve key issues when reviewing data
- Excellent writing ability, good command of grammar and ability to draft correspondence

PERSONAL ATTRIBUTES

- Ability to think and work quickly and calmly under pressure
- Ability to prioritise and delegate
- Focused and possessing excellent attention to detail
- Enthusiasm, willingness and flexibility
- Proactive, able to see the bigger picture

SCHOOL VALUES AND BEHAVIOURS

All staff are expected to conduct themselves in line with the School's values, which are **Courage, Honour, Humility** and **Fellowship**. While the School's values set out what matters most to us, the behaviours below are intended as a shared set of expectations to refer to, and standards to aspire to, in our dealings with others. They are the practical application of our values.

COURAGE

- We remain optimistic and purposeful in a disrupted world.
- We take responsibility for our decisions, even the hard ones.
- We always challenge our own poor behaviour and that of others. ✎ We are open to new ideas, and seek fresh challenges.

HONOUR

- We keep our promises.
- We act with integrity – doing the right thing, even when it is difficult or when no one is watching.
- We respect and value our traditions while setting them in the context of today.

HUMILITY

- We work hard to serve others in the School and across our wider communities, where possible putting their interests before our own.
- We give and seek honest and appropriate feedback, reflect on our failures and learn from them.
- We support each other through challenges and whatever the outcome; we celebrate those who took part.

FELLOWSHIP

- We respect each other and value our differences, knowing that we are more effective and more resilient working together.
- We are kind and inclusive; we value the contribution that each of us makes.
- We are role models for the behaviour that we would like to see in others; we ask only of others what we would be prepared to do ourselves.