



FELSTED SCHOOL JOB DESCRIPTION

Global Administrator

The Role

Accountable to: Head of Global Education Programmes
Accountable for: Seasonal Group Leader Representative
Campus: Senior and Prep
Non-residential

The Global Administrator will be responsible for the efficient and professional management of admissions and administration across Felsted's Global Education programmes.

The role will oversee the student journey from initial application through to arrival, programme registration and departure, ensuring that parents, agents, partner schools and students receive clear, timely and professional communication throughout.

The Global Administrator will be the key point of contact for admissions enquiries and will maintain accurate and effective systems for managing applications, student information, programme allocation, documentation and communications.

The role will also take responsibility for the day-to-day organisation and presentation of the Global Education office, ensuring that it provides a welcoming, professional and efficient environment for students, parents, staff, agents and visitors.

The role will line-manage the seasonal Group Leader Representative, ensuring that communication with Group Leaders is coordinated effectively and that overseas groups receive a high standard of support before and during their stay at Felsted.

The Global Administrator will also manage the administration of Felsted's Round Square activities, exchanges and related partnerships, ensuring that arrangements are well organised, accurately recorded and communicated effectively to all relevant stakeholders.

Role Responsibilities (illustrative, not exhaustive, list)

Admissions and Application Management

- Manage the admissions process for Global Education programmes from initial enquiry through to confirmed booking and arrival.
- Process and monitor student applications, ensuring that all required information and documentation is complete and accurate.
- Maintain accurate and up-to-date student records within iSAMS and other relevant systems.

- Manage programme applications, registrations, transfers and changes.
- Coordinate student information required for programme allocation and planning.
- .Work with the Head of Global Education Programmes regarding placement testing and academic programme allocation.
- Ensure that visa documentation, medical information, flight details and other required information are collected and recorded appropriately.
- Monitor outstanding admissions information and follow up with parents, agents and partner schools as required.

Parent, Agent and Partner Communication

- Act as a key point of contact for parents, international agents, partner schools and students throughout the admissions process.
- Respond promptly and professionally to enquiries by email and other appropriate communication channels.
- Provide clear information about programmes, admissions procedures, documentation, arrival arrangements and other practical matters.
- Develop positive and professional relationships with agents and partner organisations.
- Ensure communications are consistent, accurate and aligned with Felsted's standards and brand.
- Maintain and regularly review standard correspondence, templates, letters and information for parents and agents.
- Support effective communication with returning students, families and partners.

Group Leader Management and Support

- Line manage the seasonal Group Leader Representative, who will act as a key point of contact for overseas Group Leaders during Summer School / other programmes.
- Ensure that Group Leaders receive timely information regarding arrivals, departures, accommodation, programmes, activities, excursions and other practical arrangements.
- Establish clear processes for responding to Group Leader queries and escalating issues where appropriate.

Student Arrivals, Departures and Registration

- Coordinate the administrative requirements for student arrivals and departures.
- Maintain accurate flight and travel information and provide relevant information to the Global Operations Director.
- Coordinate student registration and ensure that arrival information is complete and accurate.
- Prepare student information required by operational, academic, pastoral and residential teams.
- Lead on welcome and hospitality arrangements.
- Ensure changes to student numbers, programmes, travel arrangements or medical information are communicated promptly to relevant colleagues.
- Support efficient and well-organised arrival and departure processes during residential programmes.

iSAMS and Information Management

- Take responsibility for the effective administration and day-to-day management of Global Education information within iSAMS.
- Maintain accurate student records and ensure information is updated promptly.
- Ensure relevant colleagues have access to accurate information to support programme delivery.
- Develop and maintain effective administrative systems alongside iSAMS and other digital tools.
- Ensure information is handled professionally and confidentially.
- Support the development of digital forms and processes to improve efficiency and reduce unnecessary administration.

Programme Administration

- Maintain accurate records of programme bookings, student numbers and programme allocations.
- Support the administration of Summer School, LEAP, Round Square Exchanges and other Global Education programmes.
- Prepare student lists, registers, certificates and other programme documentation.
- Support the production and distribution of staff guides, information packs and other administrative materials.
- Assist with timetable and programme administration where required.
- Support the administration of staff and student information during residential programmes.

Round Square Administration

The Global Administrator will take responsibility for the effective administration and coordination of Felsted's Round Square exchanges.

Responsibilities will include:

- Maintain accurate records of Round Square schools, contacts, partnerships, exchanges and programme activity.
- Coordinate the administration of incoming and outgoing Round Square exchanges.
- Manage applications, placements and supporting documentation for Round Square exchanges.
- Liaise with parents, partner schools and Round Square contacts regarding exchange arrangements.
- Coordinate relevant travel, accommodation, safeguarding, medical and emergency contact information.
- Ensure that required consent forms, risk assessments and other documentation are completed and recorded.
- Maintain accurate records of exchange dates, destinations, student placements and responsible contacts.
- Support communication with Round Square schools and the wider Round Square network.

Office Management

The Global Administrator will take responsibility for ensuring that the Global Education office is professional, organised, welcoming and fit for purpose.

Responsibilities will include:

- Maintaining a clean, organised and well-presented office environment.
- Ensuring appropriate stationery, supplies and merchandise are available.
- Managing office stock and placing orders as required.
- Preparing meeting rooms and hospitality for visitors, agents and partners.
- Maintaining displays, noticeboards and other information within the office.
- Ensuring the office presents a professional and welcoming image of Felsted.
- Liaising with Estates, IT, Catering and Domestic Services regarding office facilities and requirements.
- Ensuring that office equipment and resources are maintained and available for staff.
- Developing efficient systems for storing and accessing documents and information.

Financial and Administrative Support

- Support the administration of programme fees, payments and financial information as required.
- Maintain accurate records relating to bookings and payments.
- Liaise with Finance regarding outstanding payments, refunds and other financial administration.
- Support the preparation of information required for invoicing and financial reporting.
- Assist with petty cash administration during residential programmes, where required.
- Ensure financial and administrative records are accurate and appropriately maintained.

Skills, Knowledge and Experience

Essential:

- Significant experience in administration, admissions, customer service or a similar role.
- Excellent organisational skills and attention to detail.
- Experience of managing large amounts of information accurately.
- Strong IT skills and confidence learning and managing administrative systems.
- Experience using iSAMS or a similar student information management system.
- Ability to manage competing priorities and work to deadlines.
- Ability to communicate professionally with parents, agents, students and colleagues.
- Strong interpersonal skills and a customer-focused approach.
- Ability to work independently while contributing positively to a wider team.
- Commitment to confidentiality and professional standards.

Desirable:

- Experience of international education, summer schools or residential programmes.
- Experience of admissions or student enrolment processes.

- Experience of financial or invoicing administration.
- Experience of Round Square, international exchanges, school partnerships or similar educational networks.
- Experience of working with overseas Group Leaders or group travel programmes.
- Experience or confidence in supervising staff.

Key Working Relationships

The Global Administrator will work as a key member of the Global Education team and will collaborate closely with:

- Director of Global Education
- Global Operations Director
- Head of Global Education Programmes
- Global Education Apprentice
- Seasonal Group Leader Representative
- Seasonal staff
- Round Square colleagues and contacts
- Admissions and other School departments

Measures of Success

Success in the role will be demonstrated through:

- Efficient and well-managed admissions processes.
- Accurate and up-to-date student information and records.
- Prompt and professional communication with parents, agents and partners.
- Smooth student registration, arrival and departure processes.
- Effective use of iSAMS and other administrative systems.
- A professional, organised and welcoming Global Education office.
- Clear and efficient administrative procedures.
- Well-organised and accurately recorded Round Square exchanges.
- Positive feedback from Group Leaders, agents, students, parents and colleagues.
- Effective management and support of the seasonal Group Leader Representative.
- Administrative systems that support the continued growth of Global Education.

Other Duties

The post holder will be expected to undertake other reasonable duties consistent with the responsibilities and seniority of the role and to contribute positively to the wider work and development of Felsted's Global Education and Round Square provision.

Reward and Recognition

- Annual leave allowance of 25 days plus public holidays
- Employer and employee contributory pension scheme (4%)
- Free life assurance scheme
- Lunch provided on full days worked
- Membership of the Felsted Gym and pool facilities at no cost

- Free parking
- Membership availability to the School's Healthcare Scheme via BUPA
- Membership to Felsted Connect (discounts and savings online and instore)
- Subsidised on-site Coffee Shop

Terms of Employment

- Permanent
- All-year round (52 weeks)
- Location of work will be Felsted School, Felsted, Essex, CM6 3LL.
- Normal working hours are Monday to Friday from 8:30am to 5:00pm. Flexibility in working hours will be required at times, in accordance with operational needs.
- Salary: £32,000.00 p.a.
- Start date: 1 October 2026

Felsted is committed to equal opportunities and maintaining a safe and secure environment for all pupils and a 'culture of vigilance' to safeguard and protect all in its care, and to all aspects of its 'Safeguarding (Child Protection and Staff Behaviour) Policy'. Please note, it is an offence to apply for this position if barred from engaging in a regulated activity relevant to children. All employees are subject to pre-employment checks, including a Disclosure and Barring Service check.

Signed: _____ Date: _____

Name: _____