

JOB DESCRIPTION

Admissions Officer



HARROW
SCHOOL

DEPARTMENT	Admissions
REPORTS TO	Admissions Manager
RESPONSIBLE FOR	N/A
WORKING PATTERN	Full time, all year round (9am – 5pm)
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 Admission/Registry 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 Officer is primarily responsible for the smooth running and management of the ISEB Common Pre-Test and the Common Entrance testing process.

KEY RESPONSIBILITIES AND DUTIES

This job description reflects the core activities of the role and is subject to change as the department and the post-holder 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, Registrar, Deputy Registrar, Sixth Form Registrar, Awards Registrar and Admissions Manager

GENERAL ADMINISTRATION

- Provide a range of administrative and clerical support within the Admissions office as requested.
- Contribute to the day-to-day reception function provided by the Admissions team, ensuring that parents and prospective parents are greeted, offered refreshments when appropriate, and experience the highest quality of customer service every time they contact the department.
- Assist with all testing processes required by the School (ISEB CPT, Harrow Test, Scholarships, Common Entrance etc), including invigilating candidates upon request and the sending out of results.
- Assist and support the rest of the team during busy periods.
- Be familiar with the structure of the School and its personnel so that as much information and assistance as possible can be given to callers, both on the telephone and in person.
- Answer the telephone, take and pass on messages, and respond to email enquiries where necessary.

ADMISSIONS TESTING – ISEB CPT AND COMMON ENTRANCE

- Have direct responsibility and oversight for the ISEB Common Pre-Test including reference and CV requests.
- Organise and send out invitations for the Year 7 Award boys to attend the ISEB CPT session held at Harrow in November of Year 6.
- Liaise with Learning Skills to ensure that any boys with SEND/EAL needs are catered for appropriately when sitting the ISEB CPT exams.
- Have direct responsibility and oversight for all aspects of the administration of the Common Entrance examinations (approximately 120 boys sit these exams each year) including the dissemination of results to prep schools and parents.

REFERENCES

- Contact prep schools in the summer term to ensure that information we hold for them is accurate and up-to-date prior to requesting references.
- At the end of the Summer term, supervise the requesting of references for all registered boys (UK and overseas) currently in Year 5 as well as updated references and CVs for those boys sitting the ISEB Common Pre-Test the following autumn. Load these on to the database and chase outstanding ones that are required before the Harrow Test in the Spring Term of Year 6.
- Supervise the request of references for Year 9 entry boys if they register after the end of Year 5 and load these onto ISAMS.

DATABASE MAINTENANCE

- Enter and update applicant records on the database as requested.
- Ensure all records are maintained accurately and within the required format.
- Produce statistical reports from iSAMS when requested.
- Request references for boys as required by the department.

OTHER

- Have a working knowledge and understanding of other roles within the Admissions team in order to be able to provide cover during peak times, holidays and absences, and to be freely willing to give of their assistance when they can or are requested to.

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom she/he/they is/are responsible or with whom he/she/they come/s 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 he/she/they must report any concerns to his/her/their 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 – Awards and Sixth Form Officer

QUALIFICATIONS, EDUCATION AND TRAINING

ESSENTIAL

- A good general level of education.

KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- Experience in a similar position within a busy team.
- Excellent general office administration experience.
- Confidence with the use of all of the applications within the Microsoft Office 365 package; Word, Excel, MS Forms, PowerPoint, OneNote, Teams and Outlook.
- Experience delivering a high level of customer service.
- An ability to learn quickly and demonstrate flexibility in the use of IT systems.

DESIRABLE

- Knowledge of the independent school sector.
- Experience within the admissions department of an education establishment.
- Experience using the School Management Information System, iSAMS.
- High level of IT proficiency including substantial use of databases, mail merging and basic Excel calculations.
- Working knowledge of switchboard systems.

SKILLS AND ABILITIES

ESSENTIAL

- Ability to deal confidently with enquiries from prospective parents, current parents, staff and general enquirers.
- The ability to think proactively and work quickly, calmly and politely whilst under pressure.
- Excellent written communications skills, good command of grammar and ability to draft correspondence.
- Excellent time management skills and the ability to prioritise workload.
- Ability to deal professionally with a variety of individuals.
- Ability to work collaboratively and supportively as part of a team.
- Excellent attention to detail.
- Ability to 'multi-task'.
- The ability to work independently and demonstrate initiative.

PERSONAL ATTRIBUTES

ESSENTIAL

- Pleasant, friendly and approachable.
- Conscientious; can be relied on to complete tasks to a high standard.
- Systematic and logical.
- Willing and flexible to provide support in different areas when needed.
- Empathetic and friendly in their approach to staff, students and applicants.
- Takes pride and responsibility in work done.
- Adheres strictly to rules of confidentiality, data protection, equality and diversity.

- Enthusiastic, willing and flexible.
- Proactive with a can-do attitude.
- Happy to assist other members of the team as and when needed.

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 take 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.