



SURBITON

HIGH SCHOOL

Job Description

Job Title:	Admissions CRM & Data Assistant
Job Purpose:	Supporting the Head of Admissions in all aspects of admissions
Reporting Line:	Head of Admissions
Start Date:	ASAP
Tenure:	Permanent, full-time hours (37.5 or 40 hours per week), 38 weeks per year Monday to Friday. The working pattern can be flexible and will be discussed at interview for example: For 37.5 hours per week: 8:00am–4:00pm or 8:30am–4:30pm For 40 hours per week: 8:00am–4:30pm or 8:30am–5:00pm
Salary:	From £37,220 (FTE); actual salary from £33,379 (40hrs) or £31,293 (37.5hrs)

The Admissions Team at Surbiton High School plays a pivotal role as the first point of contact for prospective families across the multiple entry points of our Boys' Preparatory School, Girls' Preparatory School and Girls' Senior School. As a team of five, we work together to deliver a welcoming, efficient, and highly informative admissions experience that reflects the School's ethos and high standards. The Admissions Data Assistant will be central to this work, supporting the team through data and CRM management, alongside wider administrative responsibilities. Together, we guide parents and pupils through every stage of the admissions journey, ensuring they feel supported, informed, and confident in their decision making to choose Surbiton High School.

Key Responsibilities:

Data Management & CRM Maintenance

- Maintaining accurate and up-to-date applicant records across school CRM and admissions databases (primarily HubSpot, iSAMS and the Bursary Portal).
- Monitor data quality, managing user accounts and permissions, and configuring fields, workflows, and reports.
- Troubleshoot system and data issues, supporting colleagues with queries and collaborate with internal teams to ensure the CRM system supports business processes and reporting needs.
- Processing enrolment of new joiners, and withdrawals for leavers.
- Inputting, updating and verifying data to ensure compliance with statutory and internal reporting requirements.
- Performing regular data-cleansing tasks, including identifying duplicates, correcting inconsistencies, and standardising information.
- Developing, documenting and maintaining background workflows on HubSpot to support the smooth running of admissions and data processes.
- Monitor data quality and flagging anomalies or missing information for follow-up.
- Supporting the preparation of reports, lists and datasets for admissions panels, senior leaders and external bodies.



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Admissions Administration

- Supporting the Head of Admissions and Senior Admissions Assistant in delivering an excellent, warm and professional 'Gold Standard' service throughout the admissions journey.
- Assisting the Admissions Team with the processing of applications, assessments, interviews and offers.
- Representing the Admissions Department at key events for prospective and existing pupils.
- Managing phone and email enquiries across all three schools.
- Processing pupil applications across all three schools.
- Supporting the delivery of Open Events, including booking logistics and communications.
- Assisting with the scholarship application process and related communications.
- Providing Head Office with information for fee enquiries and debt collection purposes.
- Creating pupil files for all new joiners and supporting filing and archiving processes.
- Keeping abreast of Admissions best practice in independent schools.
- Undertaking any other duties as reasonably requested.



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Person Specification

The successful candidate will be likely to fit the following profile:

Experience and Qualifications

- Strong background in database administration and technical understanding of CRMs (essential).
- Strong Analytical Skills to interpret data, identify trends, and ensure high data quality (essential).
- Strong administrative background and an understanding of admissions procedures, particularly in the independent school sector (desirable).
- Experience within an educational environment, and particularly within independent school admissions (desirable).
- Appreciation of what 'Gold Standard' customer service looks like
- Educational background to Degree level (desirable).

Essential Skills

- In depth understanding and knowledge of Microsoft Packages, specifically Excel, and reporting suites.
- In depth understanding of HubSpot sales CRM and iSAMS or experience with a similar system would be an advantage.
- Ability to use and embrace current and emerging technologies to enhance the educational offering and administration of the school.
- Excellent attention to detail and administrative skills.
- Ability to communicate concisely and sensitively both orally and in writing.
- Excellent organisation and analytical skills, ensuring an ability to define and manage Admissions processes.
- Ability to work effectively under pressure and manage multiple tasks and priorities and adhere to deadlines.
- Outstanding interpersonal skills and the ability to interact well with people at all levels and build relations.

Attributes and Personal Characteristics

- Integrity, discretion and confidentiality.
- Impressive personal presence and presentation with high degrees of self-confidence, personal energy and dynamism.
- A passion for excellence and a willingness to engage in the life of the school community so as to support our vision and values.
- Personal warmth and a genuine desire to help others and offer a 'Gold Standard' service in order to engage positively and gain the confidence of pupils, staff and parents as a front-line ambassador for the School.
- Alignment with the aims and ethos of independent education in general and Surbiton High School in particular.
- Willingness and availability to attend open days and other admissions related events (Examination days, scholarship days etc) including occasional evenings and weekends.
- Expertise and gravitas when dealing with parents.



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- Reliable and pro-active, with a positive 'can-do' and enthusiastic attitude.
- A good team player with a strong sense of initiative and adaptability to manage problems and conflicts.
- Self-motivation and the ability to work independently.



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To Apply

Please apply online via the link on the TES or our School [website](#)

Closing date for applications:

12.00pm, Wednesday 5 August 2026

Interviews to be held:

Pre-screening interview: Friday 14 August 2026

Next round: W/C 17 August 2026

*Please note that the School reserves the right to appoint at any stage during the recruitment process.
For any queries relating to the role or your application, please email recruitment@surbitonhigh.com*



The Benefits of Working for Surbiton High School

- Competitive Salary
- Extensive CPD Opportunities
- Flexible Working
- Complimentary School Lunches
- Fee reduction for children attending the School
- Pension Scheme
- Sabbaticals for long service
- Generous Rewards Programme
- Excellent transport links
- Working as part of a motivated and committed team



About Surbiton High School

We aim to inspire, encourage and empower our staff and pupils to be the very best they can be.

Surbiton High School is a friendly and vibrant community where people matter, results count and where a passion for excellence drives everything we do. We are a school with a real heart and soul, where we look beyond the A* to offer a breadth of opportunity which allows every pupil to flourish and every staff member to develop and succeed.

Our inspirational teachers are committed to delivering a rich curriculum and programme of co-curricular activities which challenge our pupils to explore ideas for themselves. We feed our pupils' minds, but we also care passionately about their character development and happiness. Our approach to education means that Surbiton High School pupils achieve the very best exam results and are also compassionate, authentic young people with strong values, keen to make a positive difference in the world. Our Educational Support Staff are the backbone of the School, and are dedicated to supporting our aim of creating an intellectually rigorous and challenging academic environment which runs smoothly and efficiently.

Surbiton High School has approximately 1,600 pupils aged between 4 and 18. Our Preparatory Schools are divided into the Girls' Preparatory School and Boys' Preparatory School, and the Senior School is girls only from age 11 upwards.

We are looking for applicants who are passionate about inspiring those around them, bringing out 'The Best in Everyone' and working with us to remain a leading school of choice. The recent ISI 2026



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inspection noted our deep commitment to pupils' well-being, our broad and balanced curriculum, the breadth of opportunities on offer, and the success gained by pupils both academically and in other spheres). Read more on our website: www.surbitonhigh.com

Additional Information

Equal Opportunities

Surbiton High School is a member of the United Church Schools Trust, Charity Number 1016538 and is an equal opportunity employer. We expect all employees to act in a manner which is consistent with the Trust's principal objective: to provide education based on Christian principles. While we recognise that employees may come from other faith groups (as indeed do many of our pupils), we expect everyone in our community to conduct themselves appropriately in the light of this objective. As a School we, in turn, respect the different faiths of our colleagues and pupils, and welcome them and their contribution.

In Surbiton High School, male colleagues and those from ethnic minorities are under-represented among our staff; we would therefore wish to encourage them to apply. However, the aim of the selection process is to appoint the best possible candidate, and gender and ethnicity are not criteria for selection.

Eligibility for Employment

Surbiton High School is committed to safeguarding and promoting the welfare of children and young people and expects all who work at the School to share this commitment. Successful applicants will be subject to an Enhanced Disclosure from the Disclosure and Barring Service (DBS). Any offer of employment is thus conditional on clearance from the above, on the receipt of: two satisfactory references, a satisfactory medical questionnaire, proof of qualifications, overseas checks where applicable, and proof of right to reside and work in the UK.

Choice of Referees

We wish to have someone who can write knowledgeably about your abilities to perform professionally in a position similar to this one. We also need to have the most recent possible references. Your referees should therefore normally include your current – or most recent – employer. If you are unable to supply referees who fit into the above categories, please explain this in your application. We shall carry out such further reference checks as are necessary to ensure the safety and welfare of children. Please provide professional, rather than home addresses for your referees, and supply email addresses in all cases.



United Learning

United Learning is a unique group of independent and state schools working together to achieve the best in everyone. Our vision is to provide excellent education so that all young people are able to make a success of their lives and, if we are to realise this vision, we need to make sure we attract, develop and reward the key ingredient – you.



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INSPIRE | ENCOURAGE | EMPOWER