

JOB DESCRIPTION

Admissions Officer (TCES National Online School)

Starting Salary: £26,837 – £29,379 per annum (TCES Salary Band 6), plus opportunities for increases based on appraisal cycle, company pension and employee benefits

Location: TCES Central Services, Wimbledon

Contract and hours: Permanent, 35 hours per week - Hybrid working (with a maximum of 2 days per week working from home)

The Complete Education Solution (TCES) is a long-established provider of therapeutic education, supporting neurodiverse children and young people up and down the UK. Our multi-disciplinary teams work together to provide child-centric support, engaging with clinical, educational and social work experts, as well as partnering with our pupils' families.

TCES National Online School (NOS), the first – and only – Department for Education accredited online special school, is a growing service provider across the UK, engaging with young learners virtually. These young people have lengthy gaps from formal education for a variety of reasons, with the majority displaying Emotional Based School Avoidance (EBSA).

Job Purpose

The Admissions Officer is an essential team member of the TCES National Online School, processing referrals and ensuring a smooth process from initial enquiry to pupils starting their programme. They will be the main point of contact for all stakeholders during the referral process, including Local Authorities (LAs), parents/carers, schools, and any other funding body. The role is heavily external facing and provides exceptional customer service for all outlined stakeholders.

Internally, the Admissions Officer will be the linchpin between the Schools Partnership Executive – generating new referrals – and the Provision Manager / wider NOS coordination team responsible for pupil admission & induction processes, ensuring that all pupils start in a timely manner.

The post holder will develop and leverage relationships with funding bodies to increase the number of referrals received, attending meetings with the NOS and/or Commercial team as required as part of this relationship management. They will also collaborate with both teams to meet KPIs around student numbers and lead times throughout the referrals & admissions process.

As well as providing excellent customer service and communication, the Admissions Officer will manage the NOS referral process efficiently, and update student records & any invoices, using Customer Relationship Management (CRM) systems and the school's MIS. They will be responsible for ensuring the accuracy of all NOS student records during the onboarding process, and report accurately on the pipeline, starters and leavers for the school.

As the role develops, the Admissions Officer will provide support to the Schools Partnership Executive in reaching out to new partners and engaging with marketing campaigns as required. Although this role will focus specifically on the National Online School, some

support may be required across the Commercial Team with other TCES schools and services.

Main duties and responsibilities

Relationship Management

Building and maintaining positive working relationships and robust communication channels with key external stakeholders in LAs, commissioning groups and other organisations.

Collaborate with the wider team to drive referral generation and conversion, ensuring that timelines and deadlines are kept to for all TCES staff involved in the process.

Conduct an initial needs assessment on consultation paperwork for all referrals - training will be provided, and input from the NOS Senior Leadership (SLT) / Clinical team will be available for complex cases.

Lead & direct all stages of the client / pupil onboarding process, from an initial (potentially tentative) enquiry to the beginning of the pupil's programme with NOS.

Provide accurate and up-to-date information for the NOS SLT to be able to prepare and conduct a high-quality induction process for every pupil.

Deliver aftercare for all NOS placements – working closely with the NOS Provision Manager and senior team – with particular focus on pupils placed by key partners and/or the first pupils placed by any new partner, ensuring pupils are engaging and all parties are pleased with initial progress within their first few weeks.

Proactively engage with all stakeholders, seeking feedback, updates and chasing information as required.

Work closely with the Schools Partnership Executive on stakeholder engagement, supporting the growth of key accounts through excellent customer service and first-class engagement with all funding bodies and parents/carers.

Respond to general enquiries and arrange meetings with parents/carers who may have attended recent NOS events or found information online. Where appropriate, the post holder will also advise on other services available across TCES.

Discuss and acknowledge external challenges and barriers which may impact external stakeholders to fund and refer pupils, providing information on potential solutions.

Signpost all stakeholders to the right level of appropriate support in understanding TCES and our referrals process, especially supporting steps for them to secure a place for their child.

Liaise with funders regarding fees and draw up formal offers, in line with TCES protocols.

Keep an open and creative mind about needs and gaps in discussions with Local Authorities to help inform future service development within the group.

Ensure all records and paperwork are updated accurately throughout the process, meeting KPIs on service level and lead times.

Business & Admissions Administration

Attend regular internal meetings with the TCES NOS and Commercial teams to provide updates on progress as well as recent successes and challenges.

Enter and update student records on the NOS MIS, including invoicing and agreed leaving dates (when provided) for all pupils.

Manage, monitor and report on referrals, including producing weekly referrals data and referrals lists for each school/service ahead of referrals meetings.

During quieter referral periods, work on new marketing and reach-out campaigns with the wider Commercial Team to generate new business and accounts for NOS.

Provide cover for colleagues within the Commercial Team during holidays and sickness.

Since job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities.

The post-holder is expected to observe and comply with all TCES policies and regulations, for example Code of Conduct, Safeguarding, Keeping Children Safe in Education, Health and Safety, TCES Values, Equality and Diversity etc.

PERSON SPECIFICATION

Education and qualifications

Minimum GCSE English and Mathematics graded 4-9 (A*-C) or equivalent.

Educated to degree level or equivalent professional experience (D).

Knowledge and experience

Awareness of Local Authority and/or Health Commissioning arena and funding processes in Children's and/or Adult Services.

Experience of a Customer Service environment, including use of common CRM software e.g. Salesforce or Pipedrive.

Held responsibility for processing referrals or admissions and developing good working relationships with external stakeholders, including local authorities/clients/parents.

A good understanding of relevant legislation: SEND Code of Practice relating to specialist education provision i.e. how the EHC plan system works (D).

Skills and ability

Exceptional customer service skills, and the ability to nurture positive relationships through different mediums.

Skilled communicator – verbal and written, with effective interpersonal and listening skills.

Highly organised approach, strong administrative experience and aptitude for working through processes with excellent attention to detail.

Self-motivator and resilient - able to work on own initiative and as a team player.

Solutions focussed.

Experience of working collaboratively with internal and external stakeholders.

Ability to work with senior colleagues, to support and encourage where needed

Discretion and confidentiality.

Digitally savvy – proficient IT skills including Microsoft Office packages, computer database programmes and CRM administration, with a willingness to learn new applications and MIS as required.

Other

Commitment to safeguarding and promoting the welfare of children and young people. Safeguarding is the responsibility of us all.

Able to promote and celebrate diversity and equal opportunities.

Commitment to and demonstration of TCES Values.

(D) = Desirable

August 2024