

Admissions Assistant

Salary: Band 5 - £26,473 to £28,239 per annum

Hours: Full time (37 hours per week)

Contract: Permanent

Portsmouth City Council is committed to safeguarding and promoting the welfare of children, and young people, and expects all staff and volunteers to share this commitment. Every post is subject to PCC and Portsmouth Safeguarding Children Partnership safer recruitment procedures.

All Safeguarding Roles: This role requires a Disclosure and Barring Service (DBS) check at Standard/Enhanced level which will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

The Service

The Admissions Service is a well-established and experienced team. We are responsible for establishing admissions policies and procedures and administering the admissions process for pupils in the city, working in partnership with our schools. This work involves providing quality advice and information on admissions and the appeals process as well in line with statutory guidance, as well as processing a large volume of data related to applications and allocations to statutory timescales.

What is the role?

You will be responsible for.

- Dealing with daily enquiries from parents via the City helpdesk, schools and LA officers on day to day admission issues. This involves interpreting City Council policies on admissions and appeals.
- Receiving telephone calls and correspondence from parents, schools and other Local Authorities including emails and initiating responses and referring on to senior officers/colleagues when necessary.
- Inputting and updating a high volume of pupil information accurately on a daily basis using the Admissions database.
- Application and verification of admissions criteria for each application on the Admissions database.
- Allocating school places within statutory deadlines including managing waiting lists using the Admissions database.
- Sending/generating high volume of emails/ letters to parents.
- Liaising and updating all schools on pupil allocations and changes on a regular basis.
- Maintaining electronic filing systems where appropriate.
- Collating and distributing information to parents and schools.
- Preparing statistical summaries for the Admissions Officer in relation to the work in the section.

- Providing advice on admissions and appeals to parents at school open evenings/days and advice sessions. This will require between 1-3 evening commitments usually around late September/October.

- Providing administrative support to the Admissions Team leader as and when required.

This post will be line managed by the Admissions Team Leader.

Who is the person?

You need to have:

- Experience of dealing with enquiries from the general public and others under pressure maintaining a respectful manner.
- Extensive experience of using a range ICT software applications E.G Word, Excel, PDFs, outlook
- Extensive experience of inputting and processing a large volume of data accurately using a database system.
- Experience of managing a large volume of work within tight deadlines.
- Some knowledge of DfE guidelines and/or City Council policies on admissions and appeals.
- Some knowledge or experience of education/schools.
- A good understanding of customer focus and inclusiveness.
- Excellent communication, interpersonal and people focused skills.
- Good organisational skills.
- The ability to remain calm and focused on pressurised situations.
- The ability to work collaboratively and flexibly as part of a team.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).