The Ladder School  
**Admissions and Data Officer**

**Job Title:** Receptionist/Admin Support Assistant

**Salary:**  Grade 5 (Scale Point 9 – 17)

**Responsible to:** Office Manager/SLT PA

**Responsible for:** Front-of-House Services, Student Admissions and Data Management

**Role Type:** Support Staff

**Contract Type:** Term Time + 1 week, 37 hours per week

**Working Hours:** Monday to Thursday, 8:00am – 4:00pm/Friday 8.00am – 3.30pm

**Job Purpose**

**Key Responsibilities**

**1. Reception and Front-of-House Services**

* Provide a professional, friendly, and efficient welcome to all students, parents, visitors, and contractors.
* Manage the visitor sign-in process, ensuring safeguarding protocols are followed at all times.
* Answer and direct telephone calls and emails, relaying messages accurately and promptly.
* Monitor the entry/exit of students during the day, ensuring procedures are followed for lateness, appointments, or early departures.
* Receive and distribute post and deliveries appropriately.

**2. Student Admissions**

* Respond to initial admissions enquiries in a timely and courteous manner, signposting families to key information and recording interest on relevant tracking systems.
* Help process admission forms and documentation, ensuring records are accurately maintained in line with the school’s data protection and safeguarding policies.
* Arranging meeting with Students and Parents/Carers to meet with the Headteacher to discuss their options
* Liaise with internal staff and external agencies to support transition arrangements and ensure prospective students are warmly welcomed into the school community.
* Organising student testing and completing Parent/Carer application packs
* Onboarding new students, requesting information from Home Schools and ensuring SIMS is updated
* Liaising with the Kitchen staff and other onsite staff regarding allergies and medications
* Liaising with Attendance team and SLT to confirm commencement dates of new Students

**3. Data Management**

* Ensuring all data on SIMS is kept up to date
* Completing school census
* Providing assistance to the SLT and running reports when requested
* Completing the timetable of lessons on SIMS and updating this when cover is required
* Ensuring all registrations for classes are correct and updated with new students
* Providing assistant to the Exam Officer

**5. Admissions Support**

* Provide administrative assistance to support the admissions and attendance process, working closely with the Office Manager/SLT to ensure a smooth and professional experience for prospective students and their families.
* Assist with the preparation and coordination of student recruitment events such as open evenings, induction days, and tours—including organising materials, confirming attendance, and supporting hospitality on the day.

**Safe Working Practices for Adults working with Children** – It is the responsibility of each employee to carry out their duties in line with Mercian Trust’s ethos and culture of safe working practices for adults working with children and be sensitive and caring to the needs of the disadvantage, promoting a positive approach to a harmonious working environment. Each employee should act as an exemplar on these issues and must, where appropriate, identify and monitor training for themselves and any employees they are responsible for.

***The School is committed to safeguarding and promoting the welfare of children.***

***All post holders are subject to a Satisfactory Disclosure & Barring Service Check (DBS) and satisfactory employment references, as well as identification and qualification, prohibition and barred list checks which will be required before commencing duties.***

The Ladder School

**Admissions and Data Officer**

Person Specification

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| **Criteria** | **Essential** | **Desirable** | **Assessment** |
| Qualifications | • GCSE English and Maths (Grade 4/C or above) or equivalent • Proficient in Microsoft Office applications (Word, Excel, Outlook) | • First Aid qualification • Relevant administration or customer service qualifications | AF (Application Form) |
| Experience | • Experience of working in a customer-facing or front-of-house role • Experience of using email and phone systems professionally • Experience handling confidential or sensitive information | • Experience working in a school or educational setting • Experience using SIMS or a similar MIS   * Experience of School Admissions | AF, I (Interview), R (Reference) |
| Skills and Abilities | • Excellent verbal and written communication skills • Strong interpersonal skills; able to build rapport with students, families and colleagues • High level of accuracy and attention to detail • Ability to maintain confidentiality and demonstrate sound judgement • Confident using digital systems for record keeping and communication • Ability to remain calm under pressure and manage a busy workload | • Ability to work flexibly and respond to changing priorities | AF, I |
| Knowledge and understanding | • Awareness of safeguarding and data protection responsibilities • Understanding of professional conduct and customer service principles | • Understanding of school admissions processes | AF, I |
| Personal Qualities | • Warm, welcoming, and professional demeanour • Reliable, punctual, and well organised • Commitment to inclusive practice and supporting young people’s wellbeing | • Commitment to the school’s vision and values • Willingness to engage in further training or development | I, R |
| Other Requirements | • Willingness to undertake an enhanced DBS check and all pre-employment vetting |  | AF |

**OUR OFFER TO YOU**

* A superb staff team committed to doing their absolute best for all in our school community.
* Support from our Trust central teams and other schools in our Trust to ensure you have the tools to deliver success (our schools are all located close to one another, and we work better when we are working together).
* A wealth of support for your ongoing continuing professional development, including a Trust-wide programme for support staff drawing on expertise from across the Mercian Trust.
* A comprehensive employee assistance and staff benefits package including Simplyhealth (cash-back health plan and 24:7 video call and telephone access to GP and counselling), salary sacrifice schemes including our EdenRed discounts portal (ranging from gym membership to discount cards and vouchers for online and high street retailers).
* There will never be a dull moment; we never stand still, every day offers new challenges and opportunities within an ambitious, forward-thinking team.

**SAFEGUARDING AND SAFER RECRUITMENT**

* The Mercian Trust is committed to equal opportunities, safeguarding, and promoting the welfare of children and young adults. We expect all staff to share this commitment. As this post involves working in regulated activity unsupervised with children all post-holders are subject to satisfactory pre-employment checks including an online search check, Enhanced Disclosure and Barring Service check.
* You are required to uphold all relevant policies in respect of child protection and safeguarding, which are based on KCSIE (2025) and Working Together to Safeguard Children (2018).
* You are required to demonstrate and model the Nolan Principles (The Seven Principles of Public Life): Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership. <https://www.gov.uk/government/publications/the-7-principles-of-public-life>
* You should demonstrate your commitment to our equality policy and all our related work to promote diversity, inclusion and belonging.