

A close-up, high-angle portrait of a young girl with light brown hair and green eyes, wearing black-rimmed glasses. The background is a soft, out-of-focus grey.

# IBELONG

Candidate brief  
Admissions Officer



**Southbank**  
International School

LONDON'S LEADING IB WORLD SCHOOL

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# ABOUT OUR SCHOOL AND STAFF

**For more than 30 years, Southbank has stood at the forefront of providing a world-class education to children and young people from London's international community and the UK.**

Visit any of our five campuses in the heart of London and we're sure you'll be impressed by the diversity of our students and their academic excellence and social skills. Currently, they come from over 60 countries and speak around 20 languages.

At Southbank, over 800 children and young people study one of three inspiring but challenging International Baccalaureate (IB) programmes:

- Primary Years Programme (ages 3–11)  
Hampstead and Kensington
- Middle Years Programme (ages 11–16)  
Westminster
- Diploma Programme (ages 16–19)  
Westminster

Absolutely key to the delivery of our IB Programmes, and our continuing success, are our teachers and administrative staff. Our aim is to attract employees from around the world who can help maintain and grow our reputation as a centre for outstanding teaching and learning. In particular, we seek to appoint people who encourage a global perspective and educational adventure, while practising the highest standards of professionalism.

In return, we offer all members of our team a competitive salary, an excellent range of benefits and many opportunities for career progression. In addition, some new employees may be entitled to a relocation package, depending on their location when they are offered a position at Southbank.

## SAFEGUARDING OUR STUDENTS

Southbank is committed to safeguarding and promoting the welfare of children and young people. This means we will undertake pre-employment checks before any appointment is confirmed. These will include an enhanced Disclosure and Barring Service (DBS) check and overseas police checks in any countries that a candidate has lived in for longer than three months since the age of 16.

# OUR CAMPUSES



## KENSINGTON

### Primary Years Programme

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Our Kensington campus consists of two adjoining Victorian villas located in the stunning Notting Hill area of London. Facilities include an IT lab, a music room and two sound-proofed practice rooms, a library/ media centre, and a hall which is used for many purposes, including lunches, sport, school 'town meetings' and concerts. There is also a large garden with a climbing frame, sandpit and a wide range of toys and equipment for children to enjoy.



## HAMPSTEAD

### Primary Years Programme

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Our Hampstead campus is a purpose-built building located in one of London's leafiest suburbs. It features excellent learning facilities including a vibrant library, a bespoke art room and a music room with performance and teaching space. Our Edible Courtyard offers a quiet space for vegetable and flower growing, as well as birdhouses and bug hotels.



## PORTLAND PLACE (WESTMINSTER)

### Middle Years Programme

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Our Portland Place campus is spread across two large Grade II listed mansion blocks. It features a wealth of excellent facilities, including five science labs, a computer lab, art and music rooms, a small hall/theatre, and two libraries featuring networked computers. Because of Portland Place's close proximity to Regent's Park, we host a wide range of sports and outdoor activities in the royal park. Nearby, students also have the opportunity to visit many famous London locations.



## CONWAY STREET (WESTMINSTER)

### Middle Years Programme and Diploma Programme

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Our Conway Street campus is a striking, modernised building located a few minutes' walk from Warren Street and Great Portland Street underground stations. It features a wide range of high-quality facilities, including a science lab, art studio, social space/ hall and language suite, which is set across four storeys. We're also particularly proud of our Library Resource Centre (LRC) at Conway Street. It offers access to over 3,800 books, DVDs, magazines, local and national newspapers, online databases and university prospectuses.



## CLEVELAND STREET (WESTMINSTER)

### Middle Years Programme and Diploma Programme

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Our Cleveland Street campus opened in September 2018 and allows an additional 219 students to benefit from the Southbank experience. Spread over five floors, it features a wide range of different environments, including specialised classrooms, a large common space on the top floor, study and learning pods, and a design technology lab in the basement. As requested by students, the new campus also features calming colour schemes and design features which bring nature indoors.

# THE INTERNATIONAL BACCALAUREATE

**The International Baccalaureate (IB) was founded as a progressive non-profit educational foundation in 1968. Initially, it developed a Diploma Programme to help children acquire the necessary skills and knowledge to live, learn and work in a rapidly globalising world.**

By 1994, the IB had introduced its Middle Years Programme for students aged between 11 and 16. It then added the Primary Years Programme for children aged 3 to 11 in 1997; and in 2012, it launched its Career-related Programme for students between the ages of 16 to 19.

Today, the IB works with over 4,000 schools in 148 countries and offers its four programmes to over one million students. At Southbank, we're delighted to be one of these schools. Every year, we see how the IB programmes help to develop inquiring, knowledgeable and caring young people.

We also share the International Baccalaureate's overall aim to create a better and more peaceful world through the understanding and respect of different nationalities and cultures.

For further information about the International Baccalaureate, please visit [southbank.org](http://southbank.org) or [ibo.org](http://ibo.org), the official website of the International Baccalaureate.

# WELCOME TO COGNITA SCHOOLS

Cognita Schools was successfully launched in 2004. Since then, we have worked hard to build a great family of schools around the world. Currently, we have 80 schools in Europe, Latin America and Asia.

We employ over 7,500 teaching and support staff who are responsible for the education and care of more than 50,000 students.

We value and respect the individuality of all our schools, with each one retaining its own unique ethos, as well as curricula and programmes that are tailored to the needs of its students and parents. Wherever in the world you visit a Cognita school, you will find empowered school leaders, committed teachers and students who are enthusiastic learners.

## OUR PURPOSE

Inspiring and empowering children within a caring environment to achieve more than they believe possible.

## A Cognita Education has three key ingredients



### Academic

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Pursuing academic excellence for every child



### Character

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Developing character



### Global

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Connecting with a global community

# JOB DESCRIPTION: ADMISSIONS OFFICER

## REPORTING TO

Head of Admissions & Marketing

## HOURS

8.30am – 5pm

## PURPOSE

The post-holder is a crucial member of the Admissions and Marketing team with responsibility for the recruitment and admissions of students to Southbank International School.

A key part of the role is taking a personal and proactive hands-on approach with each prospective family ensuring that they receive a first-class admissions experience in order to support Southbank's student recruitment. Team members are expected to positively represent the school at all times, and have an in-depth understanding of the school, the programmes we offer and its unique selling points.

## KEY DUTIES AND RESPONSIBILITIES

### Enquiries

- Act as first point of contact for prospective families providing a professional, efficient and welcoming customer service
- Responsible for fielding, filtering, and effectively responding to enquiries, received via telephone, email (admissions mailbox), and in person
- Undertake regular and timely follow-up to all enquiries, visits and applications to meet minimum response times
- Proactively, personalise responses to enquiries, sending information to prospective families, keeping them updated with regards to the status of their application
- Arrange and administer on-line academic testing as appropriate
- Ensure enquires are processed efficiently into the CRM and all files are up to date
- Ensure all required documents are received from applicants

### Tours

- Organise and support Admissions Managers conduct in depth campus tours for prospective parents, inviting and meeting with key staff as appropriate, ensuring the maintenance of high-quality customer care
- Ensure up to date product knowledge, by continually reviewing and seeking out newly developed information about the school, its programmes and school events

### Transition

- Support the school with induction procedures and orientation days for new students

### Marketing

- Assist in planning and organising school information mornings and other student recruitment events, registering and welcoming parents, ensuring that all required materials are delivered and parents receive excellent customer service
- Assist in completing follow-up with information morning attendees in a timely manner so as to maximise enquiries and applications.
- Stay knowledgeable of our key messages and promises, and ensure these are consistently communicated to potential or existing parents
- Keep up to date with the competitor landscape
- Liaise and build strong and positive relationships with all members of staff at Southbank and external stakeholders
- Taking a client service role, be customer focused and represent the school to potential or existing parents, their representatives or agents whether this be via phone, email or in-person
- Develop positive parent relationships ensuring that word of mouth comments are a positive representation of Southbank
- Positively represent the school at all times
- Attend events including international schools' fairs to recruit new students (may include evenings or weekends)

## Additional Administrative Tasks

- Assist in producing reports as required
- Assist in maintaining visa and passport records for all students
- Provide necessary Tier 4 Visa support to non-EU applicants as required
- Work diligently as a team to consistently meet the goals, objectives and targets set by the Head of Admissions & Marketing
- Follow best practice Admissions procedures and engage in on-going development and training
- Assist the Head of Admissions & Marketing with re-registration, withdrawals and updating enrolment lists
- To undertake any other relevant tasks as requested by the Head of Admissions & Marketing

## Specific Responsibilities

- Respond promptly to enquiries, requests for visits, prospectus request and virtual tours
- Maintain your own records of enquires to report effectively to the Head of Admissions & Marketing
- Answer enquiries from prospective families via phone and email through management and monitoring of the admissions inbox.
- Ensure applications are complete with accurate documents, references and additional forms are received
- Ensure completed applications are collated and sent to Admission Managers to be reviewed in a timely manner
- Manage the coordination of campus tours, scheduling visits, ensuring there is effective communication between the campuses and the Admissions team, confirming individual appointments to prospective families

## SAFEGUARDING RESPONSIBILITIES

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy

- To engage in safeguarding training when required

This job description is liable to variation to reflect changes in the requirements of the post.

The job holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact, will be to adhere to and ensure compliance with the relevant Cognita Safeguarding: Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, they must report any concerns to the School's Child Protection Officer/ Designated Safeguarding Leader to the Principal or make a referral directly to the local child protection authorities.

# PERSON SPECIFICATION

## ADMISSIONS OFFICER

Essential	Desirable
Degree or equivalent	Confident user of iSAMS and/or student databases
Confident user of Google Suite, Microsoft Office packages and maintaining a CRM	Experience of working in a similar environment, ideally in another international school
A flexible, can-do attitude to work with a positive and energetic personality	Fluency in at least one foreign language
Experience of providing excellent customer service and handling customer complaints	
Experience of working in a busy face paced office environment managing a busy workload whilst taking responsibility for key task and duties	
Excellent communication skills and exceptional organisational skills and the ability to work comfortably within a team as well as independently with a minimum supervision.	
A high level of awareness of equality and diversity issues, and ability to effectively deal with people from a variety of cultural backgrounds	
Proactive approach to work with ability to use your initiative to problem solve and reach the end result	
The ability to exercise discretion to maintain confidentiality in the handing of sensitive/confidential information	
The ability to prioritise work and multi-task to meet set deadlines	

# OVERVIEW OF EMPLOYEE BENEFITS

**Southbank aims to offer every member of our team a competitive salary, a range of great benefits and excellent opportunities for career progression.**

Our benefits include:

- Competitive salary
- Childcare Vouchers
- Cycle to Work Scheme
- Eye Tests
- Pension
- School Fees Discount (conditions apply)
- Interest free season ticket loan
- Own device during employment
- Generous maternity/paternity conditions
- 'My Staff Shop' membership

Staff recruited to work at Southbank may also be entitled to a relocation package, dependent on the location of the individual at the point of hire.

Further information about benefits will be provided upon appointment.

## HOW TO APPLY

**We are delighted that you are interested in joining Southbank International School.**

To apply, please do the following:

- Visit [www.southbank.org](http://www.southbank.org)
- Download the appropriate application form
- Complete the form and email it to [jobs@southbank.org](mailto:jobs@southbank.org)
- Please note CVs are not acceptable for any role.

# JOBS AT SOUTHBANK

For all our latest vacancies,  
please visit [www.southbank.org](http://www.southbank.org)

If you have any queries about a  
position, please contact us on  
[jobs@southbank.org](mailto:jobs@southbank.org)

**Southbank Kensington (3–11 years)**  
36–38 Kensington Park Road, London W11 3BU

**Southbank Hampstead (3–11 years)**  
16 Netherhall Gardens, London NW3 5TH

**Southbank Westminster (11–19 years)**  
63–65 Portland Place, London W1B 1QR  
17 Conway Street, London W1T 6BN  
379 Euston Road, London NW1 3AU

**COGNITA**

An inspiring world of education