



Job Description and Person Specification

ADMISSIONS & ADMINISTRATION ASSISTANT

Location:	Head Office (M34 2AX)
Hours of Work:	Monday to Friday, 08:00 to 16:00
Salary:	£27,000
Line Manager:	Executive and Business Support Lead

First Steps Together Group provides specialist education and care services for children, young people and adults with additional needs. Our central services teams play an important role in supporting the effective operation of our schools, care services and wider Group.

The Admissions and Administration Assistant will support the coordination of admissions and placements across our education provisions while providing high-quality administrative support to Head Office and the wider organisation. The postholder will work closely with school leaders, Local Authorities, families, professionals and colleagues to ensure admissions activity is well organised, responsive and accurately recorded.

This is an opportunity for an organised, proactive and professional administrator to combine admissions coordination with varied business support responsibilities in a growing specialist organisation.

Role Overview

The Admissions and Administration Assistant supports enquiries, referrals, admissions and pupil placements across First Steps Together, helping to coordinate the admissions journey from initial enquiry through to enrolment.

Alongside admissions responsibilities, the postholder will provide general administrative support as directed by the Executive and Business Support Lead, including minute taking, reception cover, ordering, goods receipt and wider office administration.

As a point of contact for families, Local Authorities, commissioners, professionals and visitors, the postholder will represent First Steps Together professionally and positively at all times.

Core Purpose of the Role

To provide an efficient, professional and organised admissions and administrative support service, ensuring referrals and admissions are coordinated effectively and wider business support activities are completed accurately and within agreed timescales.

The role will maintain accurate records, support positive relationships with internal and external stakeholders and contribute to effective, compliant and well-organised administrative processes across the Group.

Key Responsibilities

Admissions and Placements

- Manage and respond to incoming placement enquiries and referrals from Local Authorities, parents/carers and external professionals.
- Support the admissions process from initial enquiry through to enrolment.
- Liaise with Headteachers and Senior Leaders regarding placement availability and suitability.
- Coordinate visits, consultations, assessments and transition meetings.
- Maintain accurate records of referrals, admissions and waiting lists.
- Monitor placement availability and occupancy across First Steps Together provisions.
- Ensure admissions paperwork is completed accurately and within agreed timescales.
- Coordinate pupil start dates and communicate arrangements with relevant departments.
- Produce admissions reports and occupancy information as required.
- Coordinate the allocation and ordering of student and staff uniforms.

Relationships

- Act as a professional and welcoming point of contact for prospective families throughout the admissions process.
- Build and maintain positive working relationships with Local Authority SEND Teams, commissioners and external professionals.
- Respond promptly and professionally to enquiries by telephone, email and face-to-face.
- Coordinate school tours and information visits for prospective families and professionals.
- Work collaboratively with school leaders and central teams to support effective admissions and placements.
- Represent First Steps Together positively and professionally at all times.

Administration

- Provide general administrative support as directed by the Executive and Business Support Lead.
- Take accurate minutes at meetings as directed and circulate agreed records and actions.
- Provide cover for reception when required, including answering telephone calls, welcoming visitors and directing enquiries appropriately.
- Support general office administration processes, including preparation of correspondence, documents, reports and presentations.
- Coordinate the ordering of stationery, supplies and other goods as required.
- Receive deliveries, complete goods receipt processes and ensure items are appropriately recorded and distributed.
- Maintain accurate electronic filing systems, records and databases.
- Support incoming and outgoing post and correspondence.
- Undertake other reasonable administrative duties as directed by the Executive and Business Support Lead.

Quality and Compliance

- Ensure admissions and administrative processes are completed in accordance with First Steps Together policies and procedures.
- Maintain accurate, complete and up-to-date records and documentation.
- Ensure confidentiality and appropriate handling of pupil, employee and organisational information.
- Comply with data protection and GDPR requirements.
- Support internal audits relating to admissions, pupil records and administrative processes where required.
- Monitor service standards and identify opportunities for continuous improvement.
- Maintain confidentiality and professional discretion at all times.

General Responsibilities

- Uphold First Steps Together's values and expected standards of professional conduct at all times.
- Promote and uphold safeguarding responsibilities, remaining alert to concerns and reporting or escalating them promptly in accordance with Group procedures.
- Comply with all relevant policies, procedures, statutory and regulatory requirements, including health and safety, confidentiality and data protection.
- Promote equality, diversity, inclusion and respectful professional relationships.
- Complete required training and maintain the knowledge and competence necessary for the role.
- Maintain accurate records and information as required.
- Undertake other duties reasonably required and commensurate with the nature and level of the role.

Success Criteria

- Admissions enquiries and referrals are progressed promptly and accurately.
- Admissions records, waiting lists and placement information are complete, current and reliable.
- Families, Local Authorities, commissioners and professionals receive a professional and responsive service.
- Visits, consultations, transition activity and pupil start arrangements are coordinated effectively.
- Meeting minutes are accurate, clear and issued within agreed timescales.
- Reception and general administrative support are delivered professionally and reliably.
- Ordering, deliveries and goods receipt processes are completed accurately and efficiently.
- Records and documentation are maintained securely, confidentially and in accordance with data protection requirements.
- The postholder manages competing priorities effectively and provides flexible support across Head Office activities.
- The postholder contributes ideas and improvements that strengthen admissions and administrative processes.

Person Specification

Criteria	Essential	Desirable
Good standard of general education, including English and Maths or equivalent	✓	
Experience working in an administrative, admissions, education or customer service role	✓	
Experience maintaining accurate and confidential records	✓	
Strong organisational skills with the ability to prioritise and work to deadlines	✓	
Excellent written and verbal communication skills	✓	
High level of accuracy and attention to detail	✓	
Ability to build effective working relationships with families, professionals and colleagues	✓	
Good IT skills, including confident use of Microsoft Office or equivalent applications	✓	
Ability to work independently and as part of a team	✓	
Professional and welcoming telephone and face-to-face manner	✓	
Understanding of confidentiality and data protection	✓	
Experience taking accurate meeting minutes		✓
Experience working within an independent school, SEND provision or education setting		✓
Experience working with Local Authorities or commissioning teams		✓
Knowledge of education admissions processes, SEND or EHCP processes		✓
Level 2 or above qualification in Business Administration or equivalent		✓
Experience of ordering, goods receipt or office purchasing processes		✓
Full UK driving licence and ability to travel between Group locations		✓

Personal Attributes

The successful candidate will demonstrate:

- Strong integrity, professionalism and discretion
- A proactive, organised and solution-focused approach
- A welcoming and candidate-focused manner
- High levels of accountability and attention to detail
- The confidence to follow up actions and appropriately challenge incomplete information
- The ability to remain calm and effective when managing competing priorities
- A collaborative approach and willingness to support colleagues across the Group
- Commitment to safeguarding, equality, inclusion and continuous improvement

What We Offer

- A key recruitment role within a growing specialist education and care organisation
- The opportunity to shape candidate experience and safer recruitment practice across the Group
- A supportive and collaborative People Services environment
- Ongoing professional development and opportunities to broaden recruitment and HR experience
- Opportunities for progression as First Steps Together continues to grow
- A competitive salary and benefits package
- The opportunity to make a meaningful contribution to services supporting children, young people and adults

Safeguarding Commitment

First Steps Together Group is committed to safeguarding and promoting the welfare of children and young people. All appointments are subject to pre-employment checks including an Enhanced DBS, satisfactory references, online checks and overseas police checks (where required).

The successful candidate will be expected to demonstrate a strong commitment to safeguarding, inclusion and the wellbeing of children and young people at all times.