

## Job Description

### Job Details:

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|-----------------------|---------------------|
| <b>Job Title:</b>     | Group Administrator |
| <b>Reports to:</b>    | Marketing Manager   |
| <b>Leadership of:</b> | None                |

### Job Purpose:

- To manage all parent enquiries from prospective families wanting to join Little Elms
- To manage waiting lists for all nurseries within the group
- To update and maintain accurate data in our nursery management software system
- Undertake regular and accurate reporting for senior management
- General administrative duties as requested by senior management

### Summary of Responsibilities

#### Parent Enquiries

- Receiving and responding to all parent enquiries from prospective families wanting to join Little Elms. Parent enquiries may be received via email, phone, website and/or social media.
- Arranging personal tours with nurseries within the group
- Following up with parents in a timely manner to gather feedback following their personal tour
- Regular communication with Nursery Managers regarding parent enquiries

#### Waitlist

- Manage and maintain the waiting list for each nursery
- Regularly cleanse the waiting list, removing families who no longer wish to secure a space
- Communicate with families and Nursery Managers regarding the status of each waiting list

#### Nursery Management Software Administration

- Uploading new families who have secured a space into First Steps
- Processing all children who leave the nurseries on First Steps
- Amending children's booking patterns on First Steps

#### Reporting

- Reporting on the number of enquiries received, personal tours, registrations secured, leavers and adjustments to booking patterns
- Producing ad-hoc management reporting as requested by the Owners, Senior Management or the Marketing Manager

#### General Administration

- Carrying out administration as requested by Marketing Manager, Senior Management and/or Owners. This may include minute taking, reporting, administrative duties such as arranging meetings and other reasonable ad-hoc requests.

### Assignment and Review of Work

- Requests for work will mainly come from Marketing Manager, Senior Management or the Owners.

- It is an expectation that work will not need to be reviewed or checked. This post holder is expected to identify for themselves if/when they may require advice and/or training in order to meet required standard of work

#### **Decision Making**

- No decision making is required in this post. Any enquiries or complaints that sit outside of the normal parameters of this role should be escalated to the relevant person

### **6. Selection Criteria**

#### **Knowledge, Skills & Experience**

- Demonstrable experience within an administrative role, preferably within the education sector
- Customer service experience is ideal, as this role will be the first point of contact for all our prospective parents
- Competent using Microsoft packages such as Word and Excel

#### **Person Specification**

- Effective communication skills are essential, both verbal and written.
- The individual must be able to communicate in a professional and polite manner, with a strong understanding of correct phone etiquette
- Strong organisational skills are essential, along with the ability to manage own workload with limited supervision
- Ability to cope with change in a fast paced environment is essential
- Ability to work under pressure and with ever changing priorities is essential
- Demonstrate a proactive approach, using your initiative and showing resilience to take responsibility for getting tasks done

The duties and responsibilities in this job description are not exhaustive or restrictive, changes and other duties relevant to this post may be added. This job description may be reviewed in the future.