



JOB DESCRIPTION

Department	Marketing	Date	May 2021
Responsible to	Director of Marketing	Responsible for	Nil

Job Purpose

- To provide administrative support to the marketing department and support events

Reporting Structure



Responsibilities/Accountabilities

- Answering all incoming telephone calls to the initial enquiries telephone number and taking appropriate action to ensure the callers needs are met and queries answered
- Respond promptly to all enquiries (email/telephone) about pre-registered pupil admissions and send relevant information packs by post and/or E-Mail
- Record on the PASS management system, essential details of all enquiries
- Collating documents and preparing mailings to prospective parents
- Targeted follow ups to prospective parents
- Booking tours for prospective parents
- Assisting in the preparation of School events as required
- Prepare sufficient numbers of prospectus packs for mailings
- Prepare sufficient numbers of prospectus packs for events
- Attending Saturday Open Mornings (x 3 a year)

- Carry out other reasonable duties as required by line management

Christ's Hospital is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

PERSON SPECIFICATION

Experience

(Types of experience needed)

- Experience of working in a sales/marketing environment
- A minimum of two years' experience in customer service and or hospitality
- Experience in handling and recording information electronically
- Experience of working in an independent school
- Working as part of a team in an office environment

Qualifications

(Minimum qualifications needed, relevant experience may be a substitute)

- Good general Secondary education

Skills & Abilities

(Written/oral communication, dealing with public, team working skills, etc.)

- Excellent telephone techniques
- Be proficient in the use of Microsoft Office
- Strong numeracy skills
- Work on own initiative
- Proactive and 'Can Do' attitude
- Be able to prioritise own workload
- Be able to work under pressure
- Strong organisation skills
- Excellent attention to detail
- Team player

Additional Work Elements

- As a member of the marketing team occasional evening and weekend working will be required to assist with marketing events.
- In the event of a major incident or disaster, you may be required to provide assistance, in whatever capacity necessary and participate in any training to ensure the School is fully prepared

HR REFERENCE DETAILS