

## CYPES Admissions Lead Officer

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**Department:** CYPES

**Division:** Office

**Reports to:** Service Manager Business Support and Administration

**JE Ref:** CYP1062

**Grade:** CS09

**JE Date:** 16/2/2022

### Job purpose

Lead the effective and efficient implementation of Educational policies and operational processes, including all school admissions and transfers.

To provide wider business support to CYPES central administration services to ensure the effective delivery of administrative and governance needs.

### Job specific responsibilities

#### Admissions

- Lead the development and enhancement of existing Admissions policies and ensure that the delivery of support is consistent, customer focussed, effective and efficient.
- Ensure Education Admission policies are adhered to and applied appropriately by the Admissions Team.
- Manage individual school appeals providing all information and support to the Appeals Panel and ensure relevant policies are adhered to.
- Resolve and manage issues and escalations arising from complex Admissions and Transfers
- Escalate exceptions to the Admissions Policy to line management.
- Lead the annual bulk admissions process and appeals for different phases of education and to undertake in-year admissions and transfers between Jersey schools as requested.
- Ensure compliance with Government of Jersey relevant and appropriate policies i.e. Immigration, for school admissions, liaising with relevant officers in Customs and Immigration.
- Effective management of Admissions data, processes, and systems.

#### Business Support

- Ensure resource availability and allocation is aligned to business support objectives
- Support the department's FOI response when requests are received
- Respond to subject access and other records requests in partnership with the Governance Manager
- Manage the relationship with Government of Jersey clients and stakeholders, including third party vendors, and stakeholders i.e. School staff, Headteachers, Customers
- Manage school admission and other CYPES related complaints in accordance with the Government of Jersey's Feedback and Complaints policy
- Ensure CYPES policies are kept up-to-date and made available on Gov.je
- Provide updates on the intranet, internet and social media as required
- Identify inefficiencies in processes, then apply solutions and improvements to address these
- Ensure that the Financial Directives are adhered to and provide requisitioning support when required.

- Ensure that invoices and accounts are managed effectively by the Business Support and Admissions Officer
- Perform other duties commensurate with the grading of the post, as required

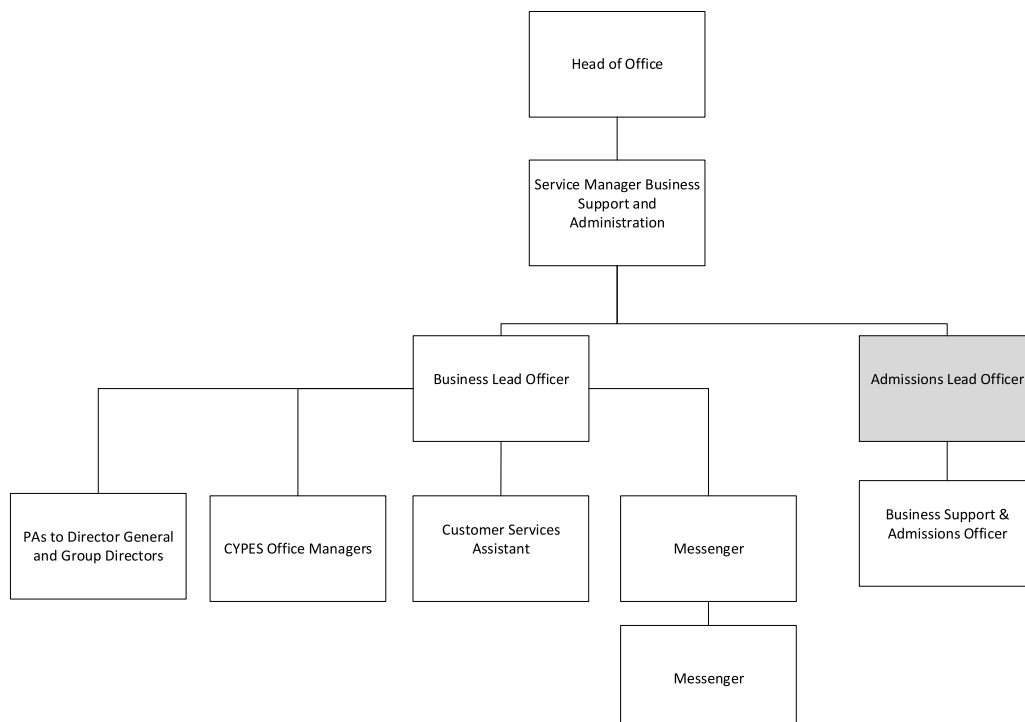
## Statutory responsibilities

There are no specific statutory responsibilities directly associated with this role. However, the postholder may be expected to manage projects which enable the successful fulfilment of statutory duties.

## Organisational structure



## Organisation chart



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> <li>• Educated to a minimum level 3 qualification (e.g., A-Level of equivalent)</li> <li>• Qualifications related to Office Management</li> </ul>	<ul style="list-style-type: none"> <li>• A degree or professional qualification</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Be able to able to operate across a number of systems</li> <li>• Be able to deal with several requests in a planned and organised way</li> <li>• Be able to carry out established and continuing activities</li> <li>• In-depth knowledge of Education policies and procedures</li> <li>• Experience of developing policies and delivering projects particularly in the Education arena is required</li> <li>• Knowledge of Government of Jersey and CYPES services, functions, and priorities</li> <li>• Practical working knowledge of Government of Jersey systems is required.</li> <li>• Strong research skills are required to enable the development and critiquing of policies in all areas across the service</li> </ul>	
Technical / Work-based Skills	<ul style="list-style-type: none"> <li>• Proficiency in using computer applications e.g. Microsoft Office.</li> <li>• Attention to detail and ability to record information accurately with minimum supervision.</li> <li>• Excellent analytical and writing skills are essential</li> <li>• The post holder must have the ability to quickly grasp unfamiliar and technical processes and be comfortable dealing with legislative issues.</li> <li>• The ability to translate complex ideas into simple understandable concepts is key</li> </ul>	

<b>General Skills/Attributes</b>	<ul style="list-style-type: none"> <li>• Able to accurately record and analyse information and data</li> <li>• Organised and self-motivated</li> <li>• Proven ability to manage processes and procedures</li> <li>• Be adept at communicating to customers at varying levels i.e. sensitive situations</li> <li>• Previous experience of working to deadlines</li> <li>• Must have strong inter-personal skills and influencing skills</li> <li>• Have authority to develop new initiatives, working in complex operational and service areas.</li> <li>• Must be able to rapidly assimilate information, be adaptable to new situations and able to challenge accepted practice.</li> <li>• Be competent at developing positive working relationships with staff at all levels.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Practical relevant work experience in the provision of business support</li> <li>• Ability to manage own time in a fast-paced environment</li> <li>• Accuracy and attention to detail, coupled with the ability to spot errors and use a common-sense approach to workload</li> <li>• Experience of working with senior teams</li> </ul>	

### Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.