

Parent Partnership Manager - Job Description

Introduction

The purpose of this document is to clarify the School's expectation of the member of staff as discussed and agreed at an interview. The job responsibility and allocation of particular duties may be amended by agreement from time to time.

Employment

The responsibilities of the post are to be performed in accordance with the conditions of the Letter of Appointment and within the range of duties set out in this document.

Accountable to: The Head of School

Core Purpose

- To manage all aspects of Public Relations and be the welcoming face of the School for parents, students, stakeholders, and visitors to Healthy Planet, Wish Town.
- To be the prime point of reference for parents entering the School.
- To oversee and manage the Admissions process through to enrolment, liaising with all parties involved.
- To provide a personal service to the Directors and the Head of the School as required.

Responsibilities

Public Relations

- To provide the first point of contact for students and parents at reception to deal with face-to-face enquiries efficiently, and in a professional and supportive manner, referring them on as required.
- To welcome visitors on behalf of Directors and the Head of School.
- To assist staff, parents, the Advisory Board and other stakeholders with the information and support they need.
- To handle all confidential correspondence with discretion.
- To respond to messages promptly and accurately, passing on information to relevant staff members as necessary.
- To handle all incoming mail and distribute to the concerned persons.
- To check the School email i.e., contact@hp.school and handle or forward accordingly.
- To contact parents in the event of an emergency (e.g., an ill child or one in need of hospitalisation) as directed by the Head of School.
- To make the exit slips for students who need to go home on a half day or who are ill when the parents arrive, including clicking their photograph with the parent.

Admissions

- To oversee and manage the Admissions process and specifically:
 - managing all admission enquiries whether online or in person.
 - explaining to parents the entire admissions procedure, including explaining the documentation to be submitted with the completed form, and the parents/child interview.
 - ensuring that all parts of the admissions application form have been completed and documentation submitted in line with requirements.
 - organising school rounds for the parents as received online with the Head of School.
 - ensuring parents complete the school round feedback form after their visit.
 - scheduling interactions for parents who have applied for admission to Playgroup, Pre-Nursery, and Nursery with the Admissions Committee and subsequently declaring the outcome of the process.
 - maintaining a record of all admissions and class vacancies.
 - maintaining the waiting list where classes are full and informing parents once a seat becomes available.
 - preparing the orientation packages for new admissions, including a letter to the parents, book lists (in case required) and vendor addresses, start dates and school timings and any specific information as may be required from time to time.
 - informing parents of the dates and times of the orientation programmes and contacting them again on the day.
 - providing feedback to the Admissions Committee as may be required.

Personal Assistance to the Directors or the Head of School

- To receive incoming calls and manage or pass on to the appropriate Director or Head of School.
- To make outgoing calls as required to the students' home, other schools or different organisations as may be required.
- To coordinate diary bookings, meetings and any other events the Directors or Head of School.

Administration

- To maintain manual and computerised record/information systems as required.
- To update and maintain the school calendar.
- To manage and organise completed forms from parents.
- To support the coordination of certain school events, under the direction of the Head of School.

Personal and Professional Conduct

- To uphold public trust and maintain high standards of ethics and behaviour, within and outside School, by:
 - treating all stakeholders with dignity, building relationships rooted in mutual respect.
 - having regard for the need to safeguard children's well-being, in accordance with statutory provisions.
 - showing tolerance of and respect for the rights of others.
- To have the highest regard for the ethos, policies and practices of the School.
- To undertake training required to develop the role.
- To maintain a high degree of confidentiality with regards to issues concerning members of staff and students.
- To maintain high standards of their own attendance and punctuality.
- To carry out any other professional duties as may be required as directed by the Directors or Head of School.

Parent Partnership Manager - Person Specification

Criteria	Qualities
Qualifications and Development	<ul style="list-style-type: none"> • A first degree - E • Evidence of recent and relevant continuing professional development - E
Leadership	<ul style="list-style-type: none"> • To be fully committed to the vision, mission and philosophy of Healthy Planet - E • To be fully committed to achieving the highest standards and best practice across all aspects of the School - E • To support and promote a forward thinking and innovative approach to development - E
Professional Experience	<ul style="list-style-type: none"> • Minimum of three years' working experience e.g. in Human Resources, Personnel, Public Relations or Hospitality - E • Experience of working with children or young people – E
Professional Knowledge, Skills and Understanding	<ul style="list-style-type: none"> • Excellent written and verbal communication skills - E • Ability to relate to all personnel and children within the setting environment - E • Ability to use an range of ICT packages to facilitate their work - E • Ability to respond to quickly and effectively to issues that arise - E • Understanding of data protection and confidentiality - E • Knowledge and experience of whole school procedures and organisation - D
Personal Qualities	<ul style="list-style-type: none"> • Empathetic, compassionate, kind and conscientious - E • Love being around young children - E • Able to collaborate and work in partnership with others - E • Emotionally resilient, adaptable and able to work under pressure - E • Strong interpersonal skills. • Able to prioritise and manage time effectively - E • An excellent record of punctuality and attendance - E