



Job Description	
Job Title	Nursery Business Manager
Responsible to	EYFS Lead (dotted line) Cross College Registrar
Department	Nursery (dotted line Admissions)
Purpose of job and primary objectives	<p>This is a key role within the Nursery and Admissions Teams which has the objective of maximising profitability of the Nursery.</p> <p>This role will deliver a personal and professional service to all prospective Nursery parents and enquirers and will be one of the first points of contact for prospective Nursery parents.</p> <p>This role will support the Nursery team through providing day to day business and staffing support.</p>
Special working requirements	Some working outside of normal contracted hours and days

What we are looking for:

Key Traits:

Essential:

- Customer focused with a desire to continually improve the customer experience
- A curiosity and ability to learn and apply new concepts quickly
- Good critical thinking and analytical skills
- A natural communicator with good interpersonal skills
- Adaptable and resilient

Key Qualifications:

Essential:

- Good secondary education, or equivalent L2 qualification

Knowledge & experience required:

Essential:

- Knowledge and experience of delivering excellent customer service consistently.
- Experience of coordinating staff rotas
- Strong administration experience

Desirable:

- A thorough understanding of Nursery education settings.
- Experience of working in a Nursery, and processing enquiries to enrolment.
- Relevant knowledge or experience of OFSTED and Nursery compliance
- An understanding of Admissions policies, processes and procedures
- Knowledge of the College's curriculum and extra- curricular opportunities
- People management experience

Skills Required:

Essential:

- Evidence based decision making
- Good computer skills and ability to quickly learn new software systems and applications.
- Ability to prioritise and manage workload independently
- Skilled in delivering a customer-focused experience
- Experienced with data management and good attention to detail.

Desirable:

- Project management experience
- Excellent numerical and analytical skills
- The ability to process complex information in order to guide recommendations

How we work

Values and behaviours

- We uphold Clifton College's values
- We act as a role model for junior members of the Admissions and Nursery team, and all Clifton employees
- We support the College in embedding our values and desired behaviours in order to promote a positive, respectful, compassionate, and inclusive culture and working environment

Equal Opportunities

- We maintain an up to date knowledge of Equality and Diversity legislation and the organisation's Equality and Diversity policies and procedures.

Safeguarding

- We maintain an up to date knowledge of Safeguarding legislation, and the College's safeguarding policies and procedures.

Health and Safety

- We ensure that an up to date knowledge of Health and Safety legislation as applicable to the role is maintained and that the College's Health and Safety policies and procedures are fully implemented and adhered to as applicable.

Professional Development

- We maintain and update our own knowledge and skills in line with legislation and the needs of the role, and support others in developing their knowledge and skills.

Key tasks and areas of responsibility

This role will cover two closely related areas, and your day to day tasks will include:

Nursery

- the effective management of staffing within prescribed ratios
- effective allocation of pupil sessions to ensure maximum capacity and utilisation
- supporting the EYFS lead and Nursery Manager in respective of compliance for OFSTED and ISI inspections
- overseeing the day to day business and resourcing of the Nursery.
- working closely with the wider Admissions team and the Marketing team to identify marketing opportunities and initiatives, and to further develop and embed the new brand.
- organising and maintaining all resources and consumables including the ordering and maintaining consumable stock levels
- developing close working links with the wider Preparatory School to increase pupil retention

Admissions

- responding in timely and professional manner to all telephone, internet and email enquiries from parents of prospective pupils for the Nursery, and taking parents and pupils through the journey from initial enquiry, to visits, registration, and onto joining the Nursery
- processing all enquiries, registrations and visits on to the school database and maintain paper files in line with admissions processes.
- helping organise and attend all Open Days/events, for the Nursery, and supporting the Admissions team on events for any part of the College as required.
- working with appropriate Senior Leadership Team members to arrange Personal Visits for visiting families and to conduct tours as needed.
- follow, review and help the Cross-College Registrar and wider Admissions team improve the Admission processes on an on-going basis.
- working closely with Admissions team to co-ordinate a joint Admissions plan for the whole school
- developing and maintaining relationships with key internal contacts

Date:

Prepared by: