

JOB DESCRIPTION

ADMISSIONS & BUSINESS DEVELOPMENT MANAGER

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| Reports to | CEO |
| Responsible for | n/a |
| Hours | 37.5 hours per week, Monday to Friday 8.30am - 5.00pm (some flexibility regarding hours may be required) |
| Annual leave | 25 days paid holiday (FTE) plus Bank Holidays |

Job overview

This is a senior position within the Trust that supports growth across both Jigsaw's Education and Care settings, through the successful placement and retention of both pupils and adult learners in line with statutory SEND education and care procedures. The focus will be to ensure that all client and local authority relationships are managed to the highest standards, developing and implementing systems and procedures that promote a highly effective and efficient admission journey and nurtures stakeholder relationships.

Main duties and responsibilities

- Manage, develop and administer the admissions process for Jigsaw School and JigsawPlus
- Produce informative standard response templates, marketing materials, press releases and website content to signpost next steps and to provide detailed guidance to prospective clients via the best possible channels
- Act as the Trust's primary point of contact for all prospective clients and Local Authorities' enquiries and correspondence in relation to admissions and business services
- Identify and attend networking opportunities, exhibitions and business conferences to promote the Trust's business services.
- Manage, develop and administer the CRM system ensuring that the progress of applications and communications are recorded, data retention schedules are maintained and reporting functions are fully utilized
- Establish and embed key lines of communication across partners, stakeholders and services ensuring compliance with statutory SEN processes for education and care
- Set up and conduct open mornings for prospective clients to increase interest and awareness of the services offered
- Review and screen all enquiries, applications EHCPs and care plans to establish if need can be met and subsequently prepare application packs prior to the commencement of the assessment process
- Liaise with internal stakeholders, local authorities and clients to set up schedules for assessments, transition days and start dates for new placements
- Produce regular pipeline reporting for key stakeholders and planned governance meetings
- Attend weekly admissions meetings to review assessments and manage prospective placements with the Support Services Director (JigsawPlus) and the Director of Education (Jigsaw School)
- Work with key stakeholders to contribute to strategic plans and proposition development to develop commercial and Local Authority client bases
- Negotiate fees and service up lifts and prepare offers and contracts on a case by case basis ensuring Local Authorities duties to individuals are fulfilled and where necessary conflict is resolved
- Compile costs and set up payment schedules with the Finance Team
- Plan and conduct introductory and hand over parent/caregiver meetings for new starters

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Main duties and responsibilities (cont)

- Liaise with management to promote placement retention including the transition of learners from Jigsaw School to JigsawPlus
- Maintain an in depth and up to date knowledge of relevant legislation and practice standards including SEN Law, education and care frameworks and the SEN code of practice. Informing and educating stakeholders as appropriate
- Undertake Training as required to maintain knowledge
- Undertaking any other tasks which can be reasonably expected in relation to the role

PERSON SPECIFICATION

Knowledge, skills and experience

- Proven experience within a comparable role in a SEND specific education setting or within a local authority (additional experience in Social Care would be advantageous, but a demonstrable desire to expand knowledge and experience into the care sector is essential)
- Broad knowledge of relevant legislation, practice standards and the SEND code of practice
- Previous experience of reviewing and interpreting EHCP's and working alongside the agencies involved in delivering EHCP assessments and the tribunal process
- Outstanding interpersonal skills with the confidence to communicate orally and in writing with stakeholders at all levels
- Exceptional negotiation and influencing skills with the capacity to work collaboratively and implement solutions that balance both commercial drive and the Trusts ethos
- Sound commercial and financial acumen
- Genuine desire to work for a charity organization with the patience, empathy and understanding required to help people with autism and their caregivers
- Competent in a range of IT tools including MS Office applications (Word, Excel & PowerPoint) as well as CRM systems and reporting
- The ability to work under pressure and to tight timescales to organise high volumes of data

Personal qualities

Achieving results

- Sets challenging goals for his/her area of responsibility in relation to business opportunities
- Allocates and controls financial resources within own area consistent with goals, priorities and budget

Building relationships

- Acts as a seasoned adviser, providing independent opinions on complex client problems and novel initiatives, and assists with handling priority issues
- Advocates on behalf of clients to senior management, identifying approaches that meet the clients' needs as well as those of the Organisation
- Manages compliance, ethical and other issues to protect the Organisation's reputation and respect its obligations

Planning for the future

- Identifies and creates opportunities to initiate new partnerships that will facilitate the achievement of strategic goals
- Maintains a broad, strategic perspective while identifying and focusing on crucial details

THE POST HOLDER WILL BE SUBJECT TO AN ENHANCED DISCLOSURE AND BARRING SERVICE (DBS) CHECK

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all staff and volunteers to share this commitment.