



CHARTERHOUSE

HEAD OF ADMISSIONS OPERATIONS

Job Description

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Welcome from the Head



Thank you for your interest in this role at Charterhouse.

Charterhouse is an exceptionally rewarding place for our pupils and staff. The developments in our academic and co-curricular provision, boarding and social spaces have facilitated a highly successful move to full coeducation, demonstrating an intentional and strategic drive to deliver a world-class, future-ready education, where every individual is empowered to reach their potential.

Our vision and values place kindness and belonging at the core, and our culture is one of welcome and acceptance. Open our doors and you will find a diverse and enriching range of people, experiences, thoughts and interests that all contribute to our thriving community. We nurture our talent and offer a myriad of opportunities to learn and grow together.

We warmly invite people from all backgrounds to share their passions, skills and ideas and who can help us to continuously lead and inspire the next generation, in an environment where everyone can flourish.

A handwritten signature in black ink, reading 'Alex Peterken'.

Dr Alex Peterken
Head

About Charterhouse

Charterhouse is a beautiful school in a 250-acre campus – a wonderful setting for the whole community to live and work together and a splendid backdrop for teaching and learning.

Founded in 1611, Charterhouse is one of the world's leading coeducational independent schools, welcoming boarders and day pupils at 13+ entry and 16+ entry.

Surrounded by a world of opportunity and connected by a feeling of belonging, each pupil at Charterhouse is educated to embrace life's full potential, and empowered to carry this into their future. A Charterhouse education prepares for both academic success as well as laying the foundations for future professional, social and personal fulfilment.

The School is academically ambitious for every pupil, with all strands of a Charterhouse education leading towards being fully prepared for the real-world of tomorrow and equipped to grasp future opportunity.

The curriculum is all about choice for the individual and is firmly rooted in academic rigour, intellectual curiosity and independent learning. Year 9 pupils follow a real breadth of academic subjects, with the curriculum in Years 10 and 11 culminating in (I)GCSEs.

Pupils benefit from the dual offer available in the Sixth Form: A Levels with an Extended Project Qualification or the breadth of the IB Diploma Programme. A wonderful range of academic electives are on offer, including the Charterhouse

Entrepreneurship Diploma (accredited by the Institute of Enterprise and Entrepreneurs) and the Ivy House Leadership Award.

From an outstanding and varied academic education to the raft of co-curricular options – opportunities abound at Charterhouse. With over 80 activities, the co-curriculum is an essential strand of a Charterhouse education, combining opportunities for leadership development, creativity, exercise and teamwork.

The Boarding House teams are at the heart of supporting each young person on their journey through the School. The Heads of House live in the Houses and are supported by a team of tutors and pastoral staff – two of whom are also residential. The House Teams are supported by a 24-hour Health Centre and pupils also have access to support through the Wellbeing team, counsellors and chaplaincy.

Shared values are central to life at Charterhouse, enabling each person to be themselves – everything at Charterhouse begins with kindness. We warmly welcome applicants who will share our values and with the enthusiasm and energy to make a significant and lasting contribution to life at the School. Together we can ensure that Charterhouse continues to be a world-class education provider.

PERSEVERANCE
CHARTERHOUSE
RESPONSIBILITY
MORAL COURAGE
OPEN-MINDEDNESS
KINDNESS

Our Values

At Charterhouse we recognise that we each have a responsibility to reflect upon everything we have been given and strive to make the most of the opportunities available to us in order to live our motto: *'Deo Dante Dedi'* – God having given, I gave.

Everything we do at Charterhouse is centred around living to our core set of values. They help steer how we behave, learn and treat each other. They are embedded in and reflected upon in all aspects of school life. Of these, kindness – to ourselves and to others – is the most important and something we encourage in all pupils from their very first day.

We concentrate on educating the individual, to provide a comfortable and welcoming atmosphere where each child feels valued and can flourish. Every year we welcome children from a diverse range of backgrounds and experiences; this enriches our community and is vital in preparing all our pupils for today's world.

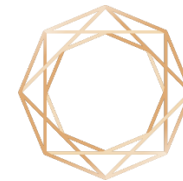
Why Choose Charterhouse

Charterhouse is an exceptional place to work. You will be part of a vibrant and inclusive community with a teaching career in a world-class school at the forefront of educational innovation. Throughout this job description you will see the many reasons to join us. Below are some practical benefits that are offered, complementing a generous remuneration package:

- Competitive contributory occupational pension scheme
- Death in service benefit up to the age of 70 (if not already included in occupational pension scheme)
- Single Membership of a private medical insurance scheme (subject to eligibility)
- Cash Health Plan currently provided by +Medicash
- Payment for eye tests for users of visual display screen equipment, and a contribution currently amounting to £50 to the cost of any corrective eye wear (normally claimable once every 3 years)
- Personal Accident insurance
- Access to an Employee Assistance Programme
- School fee remission (subject to eligibility).
- Membership of the School Sports Centre
- Membership of the School's 9-hole golf course at a reduced subscription
- Participation in a 'Cycle to Work' scheme (subject to eligibility)
- Salary sacrifice on electric vehicles (subject to eligibility)
- Lunches, during your normal working day
- Free on-site parking
- Invitations to school productions and concerts throughout the year
- Use of the School Library to borrow books & other media
- Continuing professional development as part of our talent management programme.

“ Dynamic and energetically ambitious ”

- CARFAX TOP 120 SCHOOLS IN THE WORLD



PRINCESS ROYAL
TRAINING AWARD
2023

**“ Crackling with dynamism,
this is a place where things
are always happening ”**

- TATLER SCHOOLS GUIDE 2023





Role Summary

Reports to	Director of Admissions
Direct Reports	Admissions Team (6 staff)
Contract	Permanent, Full-time
Hours	37.5 hours per week, all year round
Location	Godalming, Surrey
Salary	£50,000 - £56,000 per annum, depending on experience

Head of Admissions Operations

Reporting to the Director of Admissions, the Head of Admissions Operations provides operational leadership for the School's Admissions function, ensuring the efficient delivery of admissions processes and an outstanding experience for prospective families throughout every stage of the admissions journey. Leading a team of six, the post holder is responsible for the day-to-day management of Admissions operations, ensuring that services are delivered professionally, efficiently and in line with the School's strategic priorities.

Admissions plays a vital role in welcoming prospective families to Charterhouse and supporting them from their initial enquiry through to enrolment. Working closely with colleagues across the School, the Head of Admissions Operations will ensure that operational excellence underpins every stage of this journey, balancing exceptional customer service with robust operational management, effective use of systems and data, and continuous process improvement.

Operating under the strategic direction of the Director of Admissions, the post holder will provide confident operational leadership, oversee workload planning and resource management, identify opportunities to improve processes and systems, and support the continued development of a high-performing Admissions team. The role will contribute to departmental priorities and help ensure that Admissions continues to reflect the professionalism, warmth and high standards for which Charterhouse is recognised.

Overall Purpose and Responsibilities

This is an exciting opportunity to lead the operational delivery of one of Charterhouse's most important customer-facing functions. Reporting to, and operating under the strategic direction of, the Director of Admissions, you will lead a talented team, ensure the effective delivery of Admissions operations and contribute to the continued success of one of the country's leading independent schools.

Admissions Operations

- Manage the day-to-day operational delivery of the Admissions function, ensuring a high-quality, efficient and responsive service in line with departmental objectives, policies and agreed budgets.
- Oversee admissions workflows and administrative processes, ensuring activity is prioritised effectively, deadlines are met and operational issues are resolved promptly.
- Line manage and support a team of six staff, ensuring workloads are appropriately allocated, performance expectations are clear, and agreed standards and procedures are consistently followed.
- Monitor team performance and service delivery, ensuring resources are deployed effectively to maintain service continuity throughout the admissions cycle.
- Serve as the primary operational contact for internal stakeholders, coordinating activity across departments and fostering effective working relationships that support the delivery of Admissions services.
- Exercise sound judgement in resolving operational issues, making informed decisions within the scope of the role and escalating significant risks or strategic matters where appropriate.
- Promote the effective use of systems and technology to improve efficiency, consistency and operational performance.

Line Management

- Provide operational leadership to the Admissions team, overseeing workflow, performance, processes and resource management. Reporting to the Director of Admissions, the Head of Admissions Operations is responsible for the operational delivery of the Admissions function, while the Director of Admissions retains overall responsibility for admissions strategy, admissions decision-making and the prospective family journey.
- Manage the employee lifecycle for the Admissions team, including recruitment, induction, performance management, development reviews, wellbeing and day-to-day people management, in conjunction with the Director of Admissions where appropriate.
- Ensure clear roles, responsibilities and working practices are in place to support accountability, efficiency and service continuity.
- Oversee workload planning and resource allocation across the team, ensuring operational priorities are met and service standards maintained throughout the admissions cycle.
- Monitor operational performance, identifying training, development and support needs and implementing appropriate interventions where required.
- Promote staff wellbeing, engagement and professional development, creating an environment in which individuals can perform and develop successfully.
- Foster a positive, collaborative and customer-focused team culture.

Data and Reporting

- Maintain the accuracy, integrity and security of Admissions data, ensuring reliable information is available to support operational monitoring and departmental planning.
- Produce and analyse admissions data, reports and performance metrics, identifying trends, risks and opportunities to support effective decision-making.
- Monitor agreed KPIs and service measures, providing timely and meaningful management information to the Director of Admissions and other stakeholders.
- Support the Director of Admissions with data analysis, reporting and presentations to inform planning and departmental priorities.

Customer Journey

- Champion a culture that places the applicant and family experience at the centre of Admissions operations.
- Review admissions processes and customer touchpoints to identify opportunities to enhance service quality and improve the applicant journey.
- Work collaboratively with colleagues across the School to ensure a seamless, professional and welcoming experience for prospective families.

Change and Continuous Improvement

- Identify opportunities to improve admissions processes, systems and ways of working, developing practical recommendations that enhance efficiency, service delivery and the applicant experience.
- Support the Director of Admissions in evaluating, prioritising and implementing operational improvement initiatives, working collaboratively with key stakeholders across the School.
- Lead the implementation of agreed process improvements and change projects, ensuring effective communication, stakeholder engagement and adoption.

- Assess the impact of proposed changes, identifying risks, dependencies and resource requirements to support informed decision-making.
- Monitor outcomes, gather feedback and recommend further enhancements to support continuous improvement.
- Contribute to the development of training, guidance and supporting materials to embed new processes and ways of working.



Departmental Representation

- Represent the Admissions function at relevant internal meetings, committees and working groups, providing operational insight and contributing to cross-school initiatives.
- Build and maintain effective relationships with stakeholders across the School to support collaboration and the successful delivery of Admissions objectives.
- Present operational updates, management information and key developments as required.
- Share insights, challenges and opportunities that support the ongoing development of Admissions services.

Safeguarding

- Demonstrate the highest levels of commitment and compliance to safeguarding and promoting the welfare of children and young people.

No job description can fully cover all aspects of the role and consequently the responsibilities are likely to evolve and change over time. This description does however give an overall view of the position.

Additional Information

This is a full-time, all-year-round position. The normal working pattern is Monday to Friday; however, flexibility is required to meet the operational demands of the role.

Attendance at Open Events, Assessment Days and other key admissions activities, including all scheduled Saturday admissions events, forms an integral part of the role. Occasional evening working may also be required to support the delivery of admissions events and activities.

This job description provides an overview of the principal duties and responsibilities of the role. As the needs of the School evolve, these responsibilities may change and develop over time.



Person Specification

Experience, Knowledge & Technical Expertise

The successful candidate will demonstrate a strong track record, or clear potential, in the following areas:

Essential

- Experience leading, developing and motivating high-performing teams within a customer-focused or operational environment.
- Experience managing a complex operational function, ensuring efficient service delivery, effective resource management and consistently high standards.
- Experience delivering exceptional customer service and building positive relationships with a wide range of stakeholders.
- Experience leading operational change, continuous improvement initiatives or business process reviews from concept through to successful implementation.
- Experience using technology and systems to improve operational efficiency, service delivery and the customer experience.
- Strong analytical skills with the ability to interpret data, identify trends and produce meaningful management information to support operational and strategic decision-making.
- Excellent organisational and project management skills, with the ability to manage competing priorities, meet deadlines and deliver results.
- A sound understanding of safeguarding responsibilities and a commitment to promoting the welfare of children and young people.

Desirable

- Experience working within an education, independent school or similarly service-focused environment.
- Experience of admissions, recruitment or customer journey management.

- Experience implementing or developing CRM, admissions or management information systems.
- A recognised management, leadership or project management qualification.

Leadership and Personal Attributes

The successful candidate will be:

Essential

- A confident, approachable and visible leader who inspires trust, motivates others and leads by example.
- Highly organised with excellent planning, prioritisation and workload management skills.
- Calm, resilient and solution-focused, able to make informed decisions and remain effective under pressure.
- An excellent communicator, capable of building productive relationships with colleagues, prospective families and stakeholders across the School.
- Passionate about delivering an exceptional customer experience and continuously improving the quality of service provided.
- Comfortable working with data and evidence to inform decisions, monitor performance and identify opportunities for improvement.

Desirable

- An interest in educational innovation and the evolving expectations of prospective families.
- A commitment to continuous professional development and developing others.



Application Process

Closing date for applications is 12 noon on Monday, 3 August 2026.

Interviews will be held shortly after the closing date.

Applications should be made in accordance with the School's application and safer recruitment procedures, via the School's website, selecting the relevant vacancy. The selected vacancy link will take you to our online recruitment system and give you the opportunity to register and complete an application form. You will also have the opportunity to upload your latest CV.

Early applications are warmly encouraged, and a bespoke invitation to interview may be offered in advance of the closing date.

All successful job applicants will be required to undertake a Criminal Record check and to undergo child protection screening.

[Visit our website – Employment Opportunities](#)

We are creating an inclusive culture where all forms of diversity are seen and valued – for our pupils, for our staff. A culture that supports the enduring Charterhouse education provided to pupils in our global and multi-cultural environment. Join us now to be a part of it.

For an informal conversation about the role, candidates are welcome to contact Iona Hutchinson, Director of Admissions at ionahutchinson@charterhouse.org.uk to arrange a mutually convenient time.

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Registered Charity 312054

The Charterhouse Campus

