

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Children's Services		Service Area: Education, Inclusion & Achievement
JOB TITLE: School Admissions and Transfers Officer		
GRADE: H		
REPORTING TO: Senior Officer - School Admissions and Transfers		
1.	JOB SUMMARY The post will support the Senior Officer and wider leadership team to: • carry out a range of system based, and interpersonal duties associated with the effective service provision of School Admissions & In-Year transfers. • provide a solution focused service, problem solving approach to ensure children and young people are allocated a school place in line with the Statutory deadlines determined by the School Admissions Code.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	Undertake all aspects of processing of bulk round school applications for both primary & secondary children and in-year transfer requests in line with the Statutory School Admissions Code, the School Admissions Appeals Code, other statutory guidance e.g. Summer Born legislation, Infant Class Size legislation, whilst considering the Fair Access Protocol, Direction off Site and Managed Moves alongside the Local Authority School Admissions arrangements.
	2	As part of a public facing team, prepare, plan, and analyse customer focussed solutions upon receipt of a parental preference application. This will involve: • dealing with often complex enquiries from parents/carers in respect of a bulk round and in-year transfers application, either via telephone or by letter/email. • Providing sound information, advice and guidance when dealing with parents/carers and other Council staff and partners. • Ability to work in a high pressurised environment dealing with often emotive situations due to the nature of the discussions with all parties involved. • Understanding each in-year transfer case to evaluate solutions by analysing the opportunities in relation to the next phase of the child's education. • Evaluate available vacancies to provide evidenced based options for parents/carers where needed.
	3.	Be knowledgeable and proficient in the use of all relevant Council IT systems and software e.g. System C modules including EYES (and all relevant service permissions), LCS, EHM and QGIS in relation to processing both bulk round applications (both online and paper) and in-year transfer applications.

	4	Maintain a high degree of accurate sensitive pupil data records in relation to bulk round preference applications and in-year transfer applications including matching & correction tasks, inputting and verifying children's data when operating management information systems and any other relevant Council systems and software.
	5.	Assist the Senior Officer during the primary & secondary bulk rounds. This will include completing tasks in line with statutory timelines using system-based reports. This will include: • the preparation of pupil Expected Transfer pupil level data. • Completing online matching and correction tasks of submitted applications content during live Parent Portal operations. • liaison with other Children Services partner staff regarding quantifying submitted parent/carers information. • co-ordinating with establishments (schools), parents/carers throughout to ensure follow up of information is provided.
	6.	Undertake tasks when processing in year transfer requests in providing a problem-solving solution by: • Communicating with establishments (schools) via Head Teachers and relevant staff to negotiate a school place within the statutory timescales via telephone or by letter/email. • Ensuring that all parties have access to appropriate information to support them in confirming offer of a place or a refusal decision. • Liaising with all relevant Children Services agencies as necessary to ensure appropriate solutions are found e.g. SEND, Inclusion & Vulnerable Learners teams, Social Care teams and Community Transport.
	7.	Contribute to the provision of information to assist in the preparation of reports e.g. Admission Appeal Hearings, statistical returns, Freedom of Information requests, complaints, MP queries and other documentation as required for the Service Area.
	8.	In liaising / supporting an establishment (school), be aware of and comply with relevant policies and procedures relating to child protection, health and safety, GDPR, security and confidentiality, reporting all concerns to the Senior Leadership team.
	9.	Maintaining consistent working relationships with colleagues, supporting them in line with the role and responsibilities.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton-on-Tees Borough Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)			

Job Description dated June 2025



PERSON SPECIFICATION

Job Title/Grade	School Admissions and Transfers Officer	H
Directorate / Service Area	Children's Services	Education, Inclusion & Achievement
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Good level of education including GCSE Math's and English or equivalent	Level 3 qualification	Application form / Certificates
Experience	Experience of working effectively in a similar School Admissions role or environment. Managing statutory processes and procedures to set deadlines. Experience in roles offering information, advice and guidance. Experience of handling difficult conversations and problem solving.	Experience of working with a wide range of stakeholder agencies and partners within Children services	Application / Interview

Knowledge & Skills	Knowledge of relevant Government guidance and legislation e.g. School Admissions Code, School Admissions Appeals Code, Summer Born and Infant Class legislation. Significant knowledge of establishments (schools) and organisations across education. Understanding of the statutory functions of the Local Authority and the impact of regulatory responsibilities. High level of competency of working with education systems e.g. System C EYES and other relevant software e.g. QGIS. Excellent IT skills and proficient in Word and Excel. Ability to work independently and as part of a team. Ability to multitask and organize and prioritise competing priorities and meet deadlines. Ability to establish and maintain productive relationships with families, establishments (schools) and professionals.	Understanding of Fair Access, Managed Moves and Direction off Site guidance.	Application / Interview
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	Well-developed oral and written communications skills. Well-developed organisational skills. Strong customer care ethos. Commitment to securing positive outcomes for children and young people.		
Specific behaviours relevant to the post	Demonstrate the Council's Behaviours which underpin the Culture Statement. Dealing with sensitive pupil/children's information/data. High personal standards and self-discipline. Strong commitment to public service. Demonstrates flexibility. Willing to occasionally work irregular hours.		Application / Interview
Other requirements			Application / Interview

Person Specification dated: June 2025