

Admissions Coordinator

Department: Global Admissions

Reports to: Admissions Officer

Location: London / Hybrid

Salary: £31,500-35,000

Since 1969, Sotheby's Institute of Art has been educating generations of art world professionals and preparing students for careers in the international art world. The Institute offers educational programs for professionals, Study Abroad students, pre-college audiences, and graduate students seeking expertise in art business, contemporary art, fine and decorative art and design, and luxury business.

This is an exciting opportunity to serve as a member of the Global Admissions and recruitment teams at Sotheby's Institute of Art, providing administrative support and excellent customer service to prospective students with the goal of increasing enrolment across our range of programmes and courses. Candidates must possess strong oral and written communication skills and be effective team players. Excellent organisational and administrative skills are also required, together with a flexible, proactive approach to work and a meticulous eye for detail. Applicants must be able to demonstrate a commitment to excellent customer service.

Tasks & Responsibilities include (but are not limited to):

- Serve as the first point of contact for prospective students across the full portfolio of Master's programs, offering expert guidance and support regarding the application processes (by phone, email, and through online channels) from enquiry through to enrolment
- Process required documents and follow up with prospective students to ensure submission of all required application materials
- Oversee scheduling of all interviews for prospective students, including coordinating availability of faculty and students
- Assess the suitability of prospective students and assist them with identifying appropriate programs through the provision of timely, clear and accurate information
- Seek to understand the needs and goals of prospective students, and communicate the relevance and value proposition of our programs accordingly
- Ensure the accuracy and integrity of all data related to student recruitment and admissions; use Salesforce CRM to manage prospective applicant records

- Both informally and formally report to internal stakeholders on data points that provide insight and offer recommendations based on prospective student activity, interest, demographics, and behaviours
- Collaborate with Finance team to manage and process student enrolment documentation
- Collaborate with program teams and other admissions staff to facilitate and/or lead virtual and in-person events, as needed
- Assist in maintaining Institute information on external listing sites
- Help coordinate handoff from admissions to academic and program teams
- Work closely with marketing department and academic staff to develop, implement, and evaluate conversion plans which maximize conversion outcomes from inquiry to enrolment
- Organize and execute mailing of promotional and other materials for both admissions and marketing teams

Person Specifications / Minimum requirements (Essential/ Desirable)

- Educated to degree level (E)
- Experience in using CRM and database management platforms and a willingness to learn how to use new systems and software (E)
- Communication Skills: High level of interpersonal skills with an ability to communicate sensitively, courteously and effectively with a wide range of constituencies, and aptitude to express complicated information clearly both verbally and in writing (E)
- Organizational skills: ability to prioritise work, meet deadlines and anticipate peaks in workflow (E)
- Service Orientated: Highly customer focused, providing high level of service delivery (E)
- Accuracy: Ability to enter data accurately and review all information as required and produce written reports and data analysis (E)
- Ability to work under pressure and manage conflicting priorities, handling a number of tasks at the same time (E)
- Ability to work as part of a team as well as show initiative to complete tasks independently when required (E)
- Able to work flexible hours as needs arise e.g. staying late to complete urgent work and assist with Institute events (E)
- Flexibility: the ability to be adaptable at all times in an ever-changing environment and work with colleagues at all levels of the organisation (E)

- Analytical skills: ability to research issues, good networking skills and ability to interpret data to Institute staff (E)
- Proficient in Microsoft Office, including Excel (E)
- Experience of education sales or international student recruitment (D)
- Foreign Language Abilities (D)
- Knowledge of Salesforce (D)

Specific duties and responsibilities include the following, but the individual will also be expected to perform all the duties necessary which are customarily performed by a person holding this position. Other duties may be assigned.