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| **Job Title:** | **Admissions Coordinator** |
| **Reports To:** | **Home Manager** |

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| **Job Summary:** | As the Admissions Coordinator, you will be the first point of contact for prospective residents and their families, guiding them through the entire move-in journey. This includes managing enquiries, conducting personalised showrounds, maintaining showroom standards, handling contract administration, and ensuring a smooth and welcoming transition into life in the home. |

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| **Role Responsibilities:** |
| * Manage home-level enquiries with professionalism, empathy, and efficiency, ensuring all potential residents and families receive timely information and support. All enquiry management must be evidenced via the CRM system.
* Conduct engaging and informative showrounds, presenting the home’s facilities, lifestyle offering, and community with warmth and confidence.
* Maintain showroom standards throughout the home, ensuring key areas are always clean, inviting, and aligned with brand presentation expectations.
* Coordinate the full admissions process, including scheduling care assessments, liaising with families and healthcare professionals, and ensuring completion of all required documentation.
* Support residents and families emotionally and practically during the transition process, building trusting relationships from enquiry through to post-move-in.
* Prepare and review admission packs with prospective residents and families, clearly explaining the move-in process and what to expect.
* Facilitate assessments in collaboration with the Home Manager to ensure accurate and timely care planning.
* Ensure all contractual and compliance documentation is completed, recorded, and stored correctly prior to move-in.
* Present the resident’s room on move-in day, ensuring it is welcoming, functional, and ready for their arrival.
* Introduce new residents to the home’s services, including emergency procedures, lifestyle activities, salon, dining options, and transportation.
* Provide a warm welcome on move-in day.

**This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

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| **Person Specification:** |
| **Experience** | **Essential/Desirable** | **Assessment** |
| Sales or event management background desirable, although not essential | D | CV/Application Form |
| Ability to work alone or as part of a team | D | CV/Application Form |
| Good organisational skills and excellent follow through | **E** | CV/Application Form |
| **Knowledge/Skills & Abilities** |  |  |
| Computer literacy | E | CV/Application Form |
| Excellent command of the English language, both written and spoken | E | CV/Application Form |
| Enjoys interacting with seniors | E | CV/Application Form |
| Good problem-solving skills | E | CV/Application Form |
| Excellent communication skills | E | CV/Application Form |
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| Values – I am fully committed to being:* Caring
* Supportive
* Honest
* Respectful
* Accountable
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| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |