

**Capital City College Group - Job Responsibility Outline**

**Title:** Registry Assistant

**Level:** 1

**Purpose of the Job:** To support the Head of Registry/Business Intelligence & Registry (BIR) to achieve the college's mission and strategic objectives by ensuring the delivery of effective and customer focused student administration service that meets the diverse needs of all College users.

**Department/Division:** Registry (BIR)

**Reports To:** Registry Manager (WKC)

**Main Tasks**

Summary: -

The post holder is responsible for ensuring the accuracy and integrity of data, applying the student admissions procedures, and ensuring data is collected, collated and maintained in accordance with funding guidance and audit requirements.

1. To support the Registry Manager in the delivery of the College's admissions/enrolment plan. The role will have a particular emphasis on good customer service.
2. To deliver services with an emphasis on creating a client centred approach by offering excellent customer care over the telephone, face to face and in writing.
3. To accurately and efficiently input applications, interview details and outcomes, offers, acceptances, enrolments and amendments to student records on the College student record system with attention to detail and to check this work for errors and rectify any issues that occur
4. To organise student interviews in consultation with key curriculum staff and to ensure all follow up action is undertaken. To work with teaching staff to support them during the interview process by assembling and creating documents and paperwork as required.
5. To assist in monitoring and administering the College's on-line application/enrolment systems and using data reports to effectively check and resolve queries.
6. To assist with the assessing of student fees in conjunction with the College's fee assessment guidelines and fee policy.
7. To contribute to the establishment and maintenance of an effective filing and archiving system for all student record files.
8. To ensure that data entered into the student record system is accurate and fully reflects the student's learning programme, and to undertake regular audits of student files to

ensure compliance with internal / external audit requirements and maintain student files securely to comply with Data Protection requirements.

9. To work on a range of cross College activities relating to the recruitment and retention of students.
10. To work flexibly, and responsively at all times, and display a willingness to cover occasional evenings particularly during peak periods of enrolment, and to work at any of the College's sites when necessary.

*The post holder will also be expected to:*

- 1 demonstrate model behaviours that, at all times, are consistent with an open, inclusive and participative style;
- 2 be proactive in identifying and pursuing opportunities that are appropriate to maintaining his/her continued professional development;
- 3 demonstrate a commitment to the development and practice of equal opportunities in every aspect of the life of the College;
- 4 abide by the College's data protection policy;
- 5 actively participate in the appraisal scheme;
- 6 participate in the implementation of and compliance with the provisions of legislation and good practice relating to health and safety;
- 7 carry out work in a manner and framework that is consistent with the College's requirement to safeguard children and vulnerable people;
- 8 work within the College values.

The scope of this profile reflects the needs of the College at the present time: it is not intended to be a fully inclusive or exhaustive list. The post holder will therefore be expected to work flexibly and to undertake such other duties as may from time to time be reasonably allocated by the line manager. The profile will be subject to continuous review as the needs and requirements of the College change over time.

# Person Specification: Registry Assistant

Area to be assessed	Essential	Desirable	How this will be assessed
Qualifications	<ol style="list-style-type: none"> <li>1. Education to 5 GCSE level (inc English &amp; Maths) or equivalent.</li> <li>2. Attainment in or willingness to work towards NVQ 2 in Customer Care.</li> </ol>		<p>AF</p> <p>AF</p>
Professional development	<ol style="list-style-type: none"> <li>3. Demonstrate a commitment to improving customer care standards.</li> <li>4. Demonstrate a commitment to Continuous Professional Development</li> </ol>		<p>AF, I</p> <p>AF</p>
Knowledge	<ol style="list-style-type: none"> <li>5. An understanding of the reasons for an Equal Opportunities Policy and how it affects the immediate working environment and relationships with clients.</li> <li>6. An awareness of safeguarding and how it relates to the work of this post in a further education College.</li> <li>7. Knowledge of student record systems and their application.</li> </ol>		<p>AF, I</p> <p>AF, I</p> <p>AF, I</p>
Abilities	<ol style="list-style-type: none"> <li>8. Proven ability of working independently and as an effective team member and ability to take instruction.</li> <li>9. Proven ability to interface effectively with staff at all levels and a track record of good team working.</li> <li>10. Proven ability to deliver services with excellent Customer Care with a positive, tactful and sympathetic approach over the telephone, in written forms and face to face with individuals.</li> </ol>		<p>I</p> <p>AF, I</p> <p>AF, I</p>
Skills and Qualities	<ol style="list-style-type: none"> <li>11. A professional approach which presents a positive image of the College.</li> <li>12. Good interpersonal skills and written and oral communication skills.</li> <li>13. Excellent administrative and IT skills, including knowledge of all Microsoft Office applications to intermediate level or beyond and experience with dedicated databases.</li> <li>14. The ability to capture and process data accurately and in full, demonstrating attention to detail.</li> <li>15. The ability to plan, prioritise and monitor one's own workload to ensure that deadlines are met.</li> <li>16. A flexible approach to work in order to achieve deadlines and meet the needs of the College.</li> <li>17. Ability to work under pressure and to meet tight deadlines both internally and externally.</li> <li>18. Ability to identify problems and find solutions.</li> </ol>		<p>I</p> <p>AF, I</p> <p>AF, I, T</p> <p>AF, T</p> <p>I, T</p> <p>AF, I</p> <p>AF, I</p> <p>AF, I</p>

Please indicate how these will be assessed: AF (Application form), I (Interview), T (Task).