**Job Title:** Compliance and registration officer

**Report to: Hien Nguyen** – Head of Administration

**Job purpose**

To undertake and support the Head of Administration and Director of Studies in the management, development and implementation of effective and efficient procedures and processes for the administration at Ashbourne and to contribute to the development and maintenance of an effective and efficient administration team to achieve Ashbourne's aim to be the leading sixth form college in London.

**The Compliance and registration officer oversees the following:**

1 **Student Registration and De-Registration**

Aim: All students registered at Ashbourne are fully inducted and have completed records throughout their study at the College. The de-registration process is also completed for all students properly.

The student registration and de-registration includes:

1.1 Coordinate with Admissions team for “wallet handover”

1.2 Welcome email and phone call to all new students. Contact student and parents regarding necessary forms and subjects choices.

1.3 Liaise with agents about new students when applicable to ensure all forms are updated and that agents are kept in the loop so they can inform and update parents

1.4 Ensure that all forms are filed in correct hardcopy binder, scanned to Paperless Ashbourne and that database is updated. Ultimately responsible for ensuring all forms are received before students begin classes.

1.5 In charge of student Ashbourne email accounts, which includes: Creating email accounts and passwords for students.

1.6 Liaise with Welfare officer regarding student’s welfare request such as accommodation queries and any airport transfers requirement.

1.7 Ensure the database is kept up to date, which includes ensuring all student profile boxes are completed. The Compliance and registration officer should liaise with the Head of Administration to notify when they need assistance and may need to delegate this task to other members of the administration team during times of high enrollment such as ‘silly season’

1.8 Follow up with students and parents to ensure all Ashers have completed doctor registration within one month of starting at the College

1.9 Arrange to receive and update all references for students

1.10 Coordinate late arrival students and ensure customer service by assisting with gathering homework for classes missed and introducing students to tutors

1.11 Informing all departments of student status at Ashbourne, including students who are leaving, repeating or staying. Follow up with applicable parties to complete the de-registration process.

1.12 Ensuring that student departure procedure is completed for students leaving Ashbourne

2 **Managing** **Student Database**

2.1 Ensure the database is kept up to date to meet Ofsted’s legal requirement, which includes ensuring all student profile boxes are completed. The Compliance and registration officer should liaise with the Head of Administration to notify when they need assistance and may need to delegate this task to other members of the administration team during times of high enrollment such as ‘silly season’

2.2 Ensuring that Ashbourne has the proper information required for each student, including an UK mobile number, parent information, fee payer information, subjects choices, agent contact details, pervious school information, etc

2.3 Ensure that the database is user-friendly and reviewed on a yearly basis

2.4 Ensure that student portal and parent portals are managed properly

3 **Staff Registration & De-Registration**

3.1 Ensuring registration is completed for all new members of staff

3.2 Ensuring de-registration procedures are completed for all new members of staff

**4 Compliance**

4.1 Assist the Head of Administration with Compliance to ensure all Ashbourne staff members are compliant and Ashbourne meets Ofsted legal requirement.

4.2 Follow up with staff members for any pending documents and ensure all information is filed correctly and the database updated

4.3 Responsible for advertising posts online

4.4 Assist with booking necessary staff training courses in relation to SCR and compliance, including the Inset day trainings at the start of each academic year

4.5 Ensure that Compliance Manual is up to date

4.6 Ensure all files are kept securely and confidentially

5 **Non Term Time Courses and ER**

5.1 Manage non term time courses at Ashbourne College such as:

1. 121
2. Outside of normal working hours (e.g. evening & Saturday classes)
3. Easter Revision
4. Christmas Revision
5. Summer Courses
6. Half term

5.2 Research various Colleges in London to ensure that non term time courses at Ashbourne are competitive and effective, especially with consideration for price and courses offered

5.3 Liaise with Head of Administration and tutors to identify students who might require 121 tuition and arrange the tuition with parents, students and tutors

5.4 Update Easter Revision courses and availability, which includes liaising with tutors

5.5 Promote Easter Revision to ensure all Ashbourne students attend at least one course and work with admissions team to recruit external students

5.6 Ensure all external students for Easter Revision complete necessary student registration process and are introduced to tutors to help them settle in

5.7 Follow up with Easter Revision feedback for external students

5.8 Liaise with relevant departments regarding students required to attend summer courses, such as EFL courses or any other academic course

5.9 Ensure website is kept up to date with information regarding Easter Revision

5.10 Review 121 feedback

5.11 Ensure that TT and Individual tuition policies are up to date. These policies need to be reviewed on a yearly basis.

6 **Time Table Support**

6.1 Liaising with Head of Administration regarding timetable changes

6.2 Implementing timetable changes and ensuring room sizes are appropriate for student numbers

6.3 Distributing new timetables when necessary

6.4 Keeping students, parents and tutors up to date about timetable changes

**7 Staff training and events**

7.1 Organise staff events throughout the year

7.2 Organise staff trainings, including compulsory online trainings and others if necessary

8 **Suspension/Expulsion, Bullying, Complaints Databases**

8.1 Update the relevant databases in Roswell in Filemaker

8.2 Meet with the Director of Studies at the end of each term to review and update cases

8.3 Ad-hoc prepare suspension and expulsion letters and add into database

9 **Support for Principal/Advertising**

9.1 Support to principal, especially in regards to tutor advertising and Maths department

10 **Relevant Policy Updating**

10.1 Annually review relevant policies that correspond to job description (e.g. Advertising Policy, Policies directly impacting SCR, DSL Policy)

10.2 Research other policies and Ofsted regulation to provide feedback about updates/changes to relevant policies

11 **Reception Cover Duties**

11.1 Assisting Front Desk team with reception cover for one hour per day during lunch cover

11.2 Ad hoc reception cover

12 **Airport transfer**

12.1 Arrange airport transfer for students who require assistance

13 **Ad Hoc Support**

13.1 Any other task requested by line manager or principal