



Admissions Registrar (UK)

Reporting to: Director of Admissions

Role: Full time, permanent position

The Admissions Registrar (UK) will be expected to work such hours as are necessary to meet the job specification. Normal working hours will be 37.5 hours per week, Monday to Friday with some evening and weekend commitments.

1. THE ROLE

The purpose of this role is to support the Director of Admissions in ensuring best practice in admissions procedures and processes so that the College meets its recruitment targets. In addition to supporting the Director of Admissions, the Admissions Registrar (UK) will work closely with the other Admissions Registrars (St Mary's Hall and International) to ensure consistency and shared best practice across all admissions activity.

The Admissions Registrar (UK) will provide all prospective families to the College with a friendly, professional, helpful and efficient service throughout the recruitment cycle. S/he will also be responsible for all administration and data input relating to the admissions process for each UK family considering the College.

The Admissions Registrar (UK) reports to the Director of Admissions.

2. IDEAL CANDIDATE PROFILE

The ideal candidate will have outstanding interpersonal skills and personal warmth. S/he will be logical, thorough and a superb communicator with a good command of written and spoken English and excellent attention to detail. The Admissions Registrar (UK) will ideally have a strong customer service mentality and experience of using databases.

Experience of working in school or university admissions or in an educational setting would also be an advantage but not essential.

He/she will be sympathetic to the School's Catholic ethos and will be comfortable with articulating this when communicating with prospective parents and pupils.

These skills will be necessary to help the College grow its market share in the highly competitive marketplaces in which the College operates when recruiting both day and boarding pupils from the UK at 13+ and 16+.

3. KEY FUNCTIONAL RELATIONSHIPS

The role of Admissions Registrar (UK) pivots on building successful relationships with many stakeholders including:

- The Headmasters of the College and St Mary's Hall
- The Director of Admissions
- Other members of the Admissions
- Prospective parents and pupils
- Heads of Department
- Boarding staff
- Bursary team

4. SPECIFIC RESPONSIBILITIES

The Admissions Registrar (UK) will be responsible for the administration of the admissions process from the initial enquiry until the pupil joins the School such that recruitment targets are met. The post holder will have responsibility for ensuring communication is prompt, personalized and friendly, that all the steps of the admissions process are followed and that the management information system is up-to-date and accurate at every stage. The overall aim is to secure pupil enrolment by nurturing every enquiry through the admissions process.

The UK Registrar will be based within the UK Admissions function, and will be an additional member of the team working with the current UK registrar.

Admissions process

- Respond promptly to enquiries via phone or email, sending relevant material/information and adding a record on to the admissions database
- Build and maintain for as long as necessary an inclusive relationship between the School and prospective family, identifying any particular points of interest
- Gather comprehensive information about each contact with a family, updating the admissions database throughout the entire process, so that subsequent stages can be continually tailored and personalised
- Book appointments for visiting families, liaising with all the relevant College parties to ensure the visit meets the family's needs, briefing pupil tour guides and preparing staff prior to the visit
- Ensure relevant and up-to-date information about visiting families is available to the Head and other senior staff prior to their visit
- Follow up all enquiries and visits by appropriate methods of communication, staying in touch with families throughout their admissions journey as outlined in the College's admissions process

- Acknowledge all registrations and deposits, updating the admissions database and liaising with Bursary colleagues about payment
- Assist with the organisation of and preparation for the College's Open Days and other recruitment / promotional events, including sending mail merged invitations
- Attend the College's Open Days, update the database with any new families thereafter and thank attendees for coming
- Support the Director of Admissions with the administration surrounding entrance and scholarship examinations and assessments, liaising with the Academic Deputy and Heads of Department as instructed
- Maintain proactive and timely communication with families throughout the admissions process, notifying all scholarship candidates of specific arrangements
- Liaise with the Bursary regarding applications for bursary assistance.

Other responsibilities:

- Take part in the School's performance management process
- Undertake relevant training as identified and agreed
- Undertake other tasks as reasonably required by the Director of Admissions

5. QUALITIES AND KEY SKILLS REQUIRED

Affinity with the School's culture

The Admissions Registrar(UK) will need to be at ease in promoting the values of an independent Catholic day and boarding School and be able to embrace and articulate with conviction the benefits of the School's ethos.

Professionalism

This includes such qualities as integrity, smart personal and professional appearance, treating confidential information with respect, being discreet, punctual, polite, measured and having a relentless focus on customer service.

Excellent interpersonal skills

Build close and harmonious relations with colleagues and work co-operatively and supportively with others. The post holder will be a person who is at ease with persons of any culture or background.

Excellent communication skills

Critically, the post holder must have an excellent telephone and personal manner, the ability to write correctly and communicate ideas and information in an imaginative and compelling manner.

Enthusiasm and energy

Persistence, stamina, optimism, hard working with a sense of fun.

Intelligence

The Admissions Registrar (UK) will be articulate, logical and organized, able to multi-task effectively with a strong eye for detail. S/he will have a sufficiently high level of academic qualification to perform the role.

IT and database skills

High level of competence with software packages (such as Microsoft Word, PowerPoint, Excel) and experience of databases or data-input.

6. STAFF BENEFITS

- The holiday entitlement will be 22 days per annum plus Bank Holidays.
- The school operates a money purchase pension scheme to which the employer contributes up to a maximum of 6% (matched to employee contributions).
- The College is committed to the professional development of staff and will provide training opportunities as appropriate and required.
- Meals are provided free of charge in the Refectory during working hours.
- The College has a wide range of sporting facilities which are available for use by staff at subsidised rates.
- The College offers a staff fee remission scheme for colleagues who wish to educate their children at Stonyhurst. Further details of the criteria and remission levels are available from the Bursarial Department.

PERSON SPECIFICATION

Requirement	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A good educational track record and evidence of career development 	<ul style="list-style-type: none"> • Commitment to Continuous Professional Development • Certificate/Diploma in Admissions, Marketing and Development in Independent Schools
Skills and abilities	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care and management • Excellent written and verbal communication skills • Able to interact well with people at all levels • Well motivated • Flexible, organised and logical • Excellent attention to detail 	<ul style="list-style-type: none"> • Sound working knowledge of databases
Experience	<ul style="list-style-type: none"> • Track record of delivering excellent customer service 	<ul style="list-style-type: none"> • Experience of admissions in schools or universities
Other requirements	<ul style="list-style-type: none"> • Current driving licence • Willing to attend Open Days and some other School events outside normal School hours 	
Equality	<ul style="list-style-type: none"> • Candidates must demonstrate understanding of and acceptance and commitment to the principles underlying equality and diversity 	

Date: February 2018