

THE POST

Registrar

Loughborough Grammar School



THE ROLE

The Registrar at Loughborough Grammar School plays a vital role in delivering a warm, efficient, and professional admissions process that reflects the School's ethos and values. As the key point of contact for prospective families, the Registrar ensures an outstanding experience from first enquiry through to pupil enrolment.

The postholder will be highly organised, confident, and empathetic, with a strong customer service ethos and attention to detail. This is a pivotal, outward-facing role that combines operational precision with strategic insight, supporting pupil recruitment and retention across day and boarding admissions.

The Registrar will work closely with colleagues across the School, the wider Foundation, and external networks to provide a responsive, data-informed, and family-focused admissions experience.



ACCOUNTABILITY

The Registrar reports to the External Engagement Director and works in close partnership with the Head of Loughborough Grammar School and other senior colleagues. The role requires strong collaboration with Central Services colleagues and fellow Registrars across the Foundation. The Registrar has line management responsibility for an Admissions Officer.



MAIN DUTIES & RESPONSIBILITIES

Admissions Management & Family Experience

1. Manage the end-to-end admissions process for Loughborough Grammar School, ensuring a consistently high-quality experience for all prospective families from first enquiry through to enrolment.
2. Provide timely, professional and personalised communication to prospective families at each stage of the admissions journey.
3. Maintain accurate, up-to-date records in the ISAMS, ensuring data integrity and compliance with GDPR.
4. Provide clear, accurate advice to families on entry points, fees, assessments, scholarships and school life.
5. Support the smooth transition of new pupils into the School, working closely with pastoral and academic colleagues.

Admissions Events & Enquiry Generation

6. Lead the planning, coordination and delivery of key admissions events including Open Days, Taster Days, Assessment Days and Scholarship exams.
7. Ensure that all admissions events are welcoming, well-organised and reflective of the School's values and high standards.
8. Collaborate with academic, support and marketing colleagues to deliver engaging and informative events tailored to different audiences.
9. Proactively follow up with attendees post-event to support conversion and relationship-building.

Collaboration & Stakeholder Engagement

10. Work closely with the Head, academic and pastoral staff, Marketing and Central Services teams to ensure a joined-up approach to admissions, communications and customer care.
11. Maintain strong working relationships with the Registrar team across the Foundation to share best practice and coordinate where appropriate.
12. Working in liaison with the Head, liaise with feeder schools and maintain good relationships to support visibility and recruitment pipelines.

Reporting, Insight & Continuous Improvement

13. Monitor and analyse admissions data to inform strategy and decision-making.
14. Provide regular, accurate and insightful reports to the Head and External Engagement Director on enquiry levels, application trends, conversion rates and pipeline activity.
15. Identify opportunities to improve the efficiency and effectiveness of admissions processes, working collaboratively to implement change.

External Engagement & Market Awareness

16. Build and maintain an active external network with feeder schools and sector peers to gather market intelligence and share insights.
17. Remain informed of sector trends, competitor activity and policy developments in education and admissions.
18. Feed external insights and opportunities into School and Foundation planning, marketing and outreach activities.

Other Duties

19. Act as a professional ambassador for the School and Foundation at internal and external events.
20. Undertake other duties reasonably required to support the wider work of the School and External Engagement team.

PERSON SPECIFICATION

Requirements Candidates / post holders will be expected to demonstrate the following	Essential/ Desirable
Education	
Degree Educated	E
Relevant professional qualifications (e.g. Admissions, Marketing, Customer Service)	D
Experience, Knowledge and Skills	
Experience in a customer-facing or relationship management role	E
Exceptional communication skills, both verbal and written, with the ability to build relationships and represent the school effectively to external stakeholders	E
Strong interpersonal skills with a passion for delivering outstanding customer service	E
Experience in admissions or pupil recruitment, ideally in an educational setting	E
Strong understanding of admissions processes, data management, and best practices	E
Strong IT skills, including Microsoft Office, CRM and ISAMS	E
Confidence in data handling, reporting and analysis to inform decision-making	E
Proven ability to plan and deliver successful events	E
Understanding of the independent school market and prospective parent expectations	E
Personal Attributes	
A highly organised, methodical, and detail-oriented approach to managing multiple tasks simultaneously	E
Strong problem-solving skills, with the ability to work under pressure and meet deadlines	E
Be an excellent team player with a positive attitude, able to motivate and inspire others	E
Professional, welcoming and empathetic manner	E
Collaborative and team-focused, with strong relationship-building skills	E
High levels of integrity, confidentiality, and professionalism	E
Willingness to work flexibly, including evenings and weekends for events	E
Commitment to safeguarding and promoting pupil welfare	E

TERMS AND BENEFITS

Hours of work

- Term time: Full-time | Non-term time: Open for discussion
- Some flexibility may be required – e.g. evening or weekend working

Salary and benefits

- 23 Days holiday per year (plus Bank Holidays and campus Christmas closure)
- Contributory pension scheme

- Members of staff are entitled to a substantial reduction in fees for the children at any of the four Foundation Schools (excluding Kindergarten and Nursery)
- School lunch is provided free of charge during term time