



Role Profile: Registrar

Purpose

Working as part of the Marketing and Admissions Team across Cumnor House Schools reporting into the Head of Marketing and Admissions and dotted line reporting to the Business Manager. This role will support acquisition, conversion and retention activities across the 4 Cumnor sites. The role will be based at Cumnor House School for Boys with expected travel between school sites.

The Registrar will represent Cumnor House School as the initial point of contact with prospective families and maintain an accurate information system of current pupils, prospective pupils and families in order to provide accurate and timely reports on enrolment; new joiners across all four sites of Cumnor House (including the Boys School, Girls School and 2 nursery sites); nursery session changes and withdrawals across all sites.

Benefits

- Competitive salary depending upon qualifications and experience
- Free daily hot lunches provided in the School dining hall, including vegetarian options.
- Coffee, tea and supplies for hot drinks supplied throughout the day
- Contributory Pension Scheme
- School fee discount
- Professional development
- 25 days holiday entitlement plus bank holidays

Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

Key Accountabilities

First point of contact for enquiries:

- To handle and process all admissions enquiries
- Provide prospective families with a positive and welcoming first point of contact to the schools
- Accurately log all enquirers details and requirements on Portal and/or equivalent
- Distribute/ assign enquiries (via telephone, website, emails or walk-ins) to relevant admissions officer, depending on nature of the enquiry
- Book tours and confirm timings for tours
- Ensure that marketing and admissions documents are collated and ready for distribution to prospective families
- To welcome prospective families to Cumnor House and provide tours of the four sites when necessary

Admissions-related events assistance:

- To assist with all admissions-related events and welcome prospective parents to Cumnor House
- Provide prospective families with a positive and welcoming first point of contact to the schools
- Accurately log all enquirers details and requirements on Portal and/or equivalent
- Distribute/ assign enquiries (via telephone, website, emails or walk-ins) to relevant admissions officer, depending on nature of the enquiry
- Provide absence cover for Marketing and Events Officer

Administration:

- Process all registration forms, ensuring that they are complete and up to date, within 24 hours of receipt
- Scan and create files for each student, new and current, using OneDrive
- Maintain an up to date student filing system, requesting any missing items promptly
- Sharing student files with relevant members of staff as and when necessary
- Ensure that admissions pack and marketing materials are always available and well-stocked
- To support the School Administrative team with general filing, archive filing, franking/distributing post and typing and document production as required.

Data input, maintenance and reporting:

- Maintain accurate data and information on the school's MIS (SIMS, Adaptive and GAD) and other reporting documents, to provide the best possible service to teaching staff and management
- To update records and databases of any changes (new joiner, withdrawal or session changes) promptly and efficiently so that MIS is always accurate and current;
- Record information for Nursery enquiries and enrolled Nursery children up to date and with accuracy
- Work with the Head of Early Years and Business Manager to maintain an accurate and up to date Nursery 'register' to enable accurate and timely billing
- To develop weekly and monthly MIS reports to ensure that live and accurate information is readily available across the schools;
- To assist in data returns (Adaptive) to Cognita;
- To ensure the security of all data and compliance with GDPR guidelines and company retention policy.

- To ensure reports required are provided accurately and timely;
- To support commitments to quality and continuous improvement
- Assist the Head of Marketing and Admissions and Business Manager with any other relevant and appropriate requests.

Monitoring and Forecasting

- Assist with the management of the weekly / monthly reporting and forecasting of admissions figures in conjunction with the Head of Marketing and Admissions
- Assist the Business Manager and Head of Marketing and Admissions with the monthly forecasting of admissions figures and compilation of ad-hoc reports to the school Senior Leadership Team as required
- Keep up to date admissions-based information on competitor schools including fees, prospectus and open day events

Other Duties:

- To be aware of and comply with policies and procedures relating to safeguarding, health and safety, security, confidentiality and data protection, reporting any concerns to an appropriate person
- To be aware of and support diversity and equal opportunities for all, appreciating and supporting the role of other professionals
- To contribute to the overall ethos, work and aims of the school
- To attend and participate in meetings as required
- To participate in training and other learning activities
- Fully and positively participate in the schools appraisal system in order to develop and enhance personal and school performance
- To undertake all other duties commensurate with the level of the post as required, to ensure the efficient and effective running of the school.

This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the school as may be reasonable expected, without changing the general character of the duties or the level of responsibility entailed.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Grade A-C in G.C.S.E English and Maths or equivalent and excellent written communication skills 	
Skills	<ul style="list-style-type: none"> Demonstrable ability to communicate effectively at all levels. Intermediate ICT skills (e.g. Word, Access, Excel, PowerPoint) Sound organisational skills with excellent attention to detail. Good interpersonal skills with the ability to deal with children and adults with tact and sensitivity Excellent telephone, face to face and email etiquette Use of SIM's, Filemaker Excellent data entry skills Great team player who is able to build and develop positive relationships with all staff 	<ul style="list-style-type: none"> Experience of using social media as a tool in the workplace.
Experience	<ul style="list-style-type: none"> Operating 'front of house' in a business setting with excellent customer service experience. Previous experience of working in a similar environment 	<ul style="list-style-type: none"> Use of basic first aid equipment as required
Knowledge	<ul style="list-style-type: none"> Understanding of Safeguarding Sound knowledge of customer services 	<ul style="list-style-type: none"> Understanding of regulatory compliance requirements Basic understanding of Preventing Extremism
Personal Qualities	<ul style="list-style-type: none"> Ability to keep calm under pressure Able to present the school professionally. Professional Confident approach to varied situations. Willingness to develop and attend training courses Outcome focussed, concerned with results Flexible attitude – as no two days are the same and the workload varies through the school year 	

Key Stakeholders:

Internal - Teachers, Heads, internal colleagues, parents, students, school staff

External - Prospective parents, education establishments, vendors

This role profile is not exhaustive and may be changed at any time to meet the changing requirements of Cognita. This role profile does not direct any particular priorities or amount of time to be spent carrying out these duties

Signed:

Date:

Name (Print):