



Job Title: Assistant Registrar
Department/School Admissions
Reports To: Head of Admissions

Job Purpose

You will guide families through their Admissions journey from the first contact through to joining the School, working closely with colleagues in the Admissions Team and reporting to the Head of Admissions.

You will deliver exceptional customer care.

Main responsibilities

Undertaking all aspects of Admissions with the overarching goal of pro-actively promoting the School to prospective parents. This will be achieved by delivering outstanding customer service to all prospective families by:

Representing the School nationally and internationally at school fairs, shows and events.

Establishing and maintaining frequent and highly personalised contact with all enquirers (via telephone, email, online or in person).

Guiding families through the Admissions process from first contact to the day they start at school.

Undertaking quality and timely follow-ups with prospective parents, encouraging them to take the next stage in the Admissions process.

Supporting the Admissions Team in managing, organising, promoting and attending open events (online or in person) that showcase the School and offer the very best experience possible to prospective families.

Arranging, planning and administering visits by prospective families:

Providing relevant information to the members of staff who will meet with the family, as well as gathering information about the family post-visit for use in follow-ups

Giving tours of the School.

Fulfilling all required administrative tasks, for example data management, Visa and guardianship processes, email communications, information material maintenance etc

Building and sustaining positive relationships with agents.

Maintaining and sharing up-to-date records and statistics for all stages of the Admissions process:

Generating and logging all correspondence on all enquiries, prospectus requests, registrations and applications and updating the School's management information system.

Maintaining relevant records to track families through their customer journey, ensuring the School's admissions databases are up to date.

Ensuring all relevant admissions records and statistics are accurate and up to date.

Knowledge, Skills and Experience

| Attribute | Essential | Desirable |
|-----------------------------------|--|---|
| Knowledge & Experience | Experience in high end customer facing role | Experience of working in a private school environment |
| Skills | Warm, engaging communication style with the ability to build a rapport quickly with families from diverse backgrounds Exceptional organisational skills with excellent time management. | |

Dimensions

This a permanent full-time role working 5 days a week, 8:30am to 4:30pm, with a one-hour unpaid lunch break. Some weekend and evening work required with time back in lieu.

International travel required.

Additional Requirements for the role

This job requires:

- Protection of Vulnerable Groups Scheme (PVG) Registration

The Protecting Vulnerable Groups (PVG) scheme is managed by Disclosure Scotland. It helps ensure people who are unsuitable to work with children and protected adults cannot do regulated work with these vulnerable groups.