

## Job Description

<b>Job Title:</b>	Assistant Registrar
<b>Line Manager:</b>	Head of Admissions
<b>Hours of work:</b>	Full time
<b>Line Management Responsibilities</b>	None

### Main Purpose of the Role

The principal objective of this role is to support the Head of Admissions as they guide families through their Admissions journey from the first contact through to joining the School. The role will deliver exceptional customer care.

### Organisational structure

- The role reports to the Head of Admissions

### Role Responsibilities:

- Undertaking all aspects of Admissions with the overarching goal of pro-actively selling the School to prospective parents. This will be achieved by delivering outstanding customer service to all prospective families by
  - Establishing and maintaining frequent and highly personalised contact with all enquirers (via telephone, email, website or face to face)
  - 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 (virtually or face-to-face) 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
  - Where needed, to give tours of the School (in full or part)
- 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
  - Monitoring current and future School roll numbers

All employees will ensure that they:

- Take care of their own safety and that of others, particularly those in their charge whilst off school premises.
- Comply with health and safety procedures and instructions.
- Will not neglect, misuse, damage anything provided in the interest of health and safety.

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- Assist by reporting to their Line Manager any hazard, accident, damage or defect in order that remedial action may be undertaken.
- Undergo any training or instruction to enable them to work competently and safely.

#### **Other Duties**

- To undertake additional duties as required throughout the School, commensurate with the level of the job.
- The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he/she is responsible, or with whom he/she comes into contact, will be to adhere to, and ensure compliance with, the School's Child Protection Policy at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School he/she must report any concerns to the School's Assistant Head (Pastoral).

#### **General Duties and responsibilities**

To comply with all legislative requirements and school policies including, but not limited to, Child Protection, Health & Safety and confidentiality.

#### **Key Working Relationships**

The post holder would be expected to maintain positive relationships across the Loretto community, partners and stakeholders.

Key working relationship include:

1. Loretto Staff, across all academic and support departments.
2. The Headmaster and Assistant Heads.
3. Parents, prospective parents, agents and guardians.