



## JOB DESCRIPTION – REGISTRAR

Upton House is committed to safeguarding and promoting the welfare of children and young people, along with their protection and expects all staff and volunteers to share this commitment.

### TITLE

Registrar

### PURPOSE OF JOB

Responsible for all duties and tasks relating to the role of Registrar and all confidential matters.

### RELATIONSHIPS

Accountable to the Headmistress (Deputy Headmistress, in the absence of the Headmistress), liaises with the Headmistress on all matters relating to the Registrar role.

### RESPONSIBILITIES AND KEY TASKS

- a) Manage enquiry pipeline – receive, log and respond to all new enquiries via website, email, phone and walk-ins. Keep database up-to-date with status changes at each stage of enquiry.
- b) Process all application forms (online and paper) within 48 hours, requesting any missing information/documents.
- c) Develop personal rapport with prospective parents; promptly and regularly follow-up on all enquiries.
- d) Keep a database of parent and pupil data. Ensure any medical, special educational needs, behavioural or emotional difficulties are shared as needed with appropriate staff.
- e) Schedule and confirm timings with SLT for personal tours/school visits/virtual visits/taster days. Where parents are not able to visit the school in person but would like to apply, manage enquiry through Microsoft Teams and email.
- f) Arrange taster days and pre-visits for prospective children. Liaise with SLT regarding assessment papers where relevant.
- g) Communicate with prospective parents re forthcoming virtual Open Mornings ensuring that the Teams links are issued beforehand. Attend all virtual Open Mornings and follow up thereafter with prospective parents. Manage any questions for these events.
- h) Keep all information documents relevant and up to date and issue to prospective parents as necessary. Ensure all new families having everything they need in preparation for their children joining the School.
- i) Take up safeguarding information requests from previous settings for all new starters.
- j) Ensure all information for annual 'Welcome to' meetings is prepared and issued in advance, to current and prospective parents. Manage correspondence associated with this.

- k) Produce weekly enquiry status and new enquiry pipeline performance reports. Assist with the management of the weekly/monthly reporting and forecasting of admissions figures in conjunction with the Finance Manager.
- l) Ensure all application forms and paperwork are filed correctly. Co-ordinate receipt of all documentation relevant to support a new admission and maintain admissions file ahead of transfer to school office on enrolment.
- m) Process all documentation and archiving required for all leavers.
- n) Ensure class lists are up to date as children join and leave.
- o) Manage the pupil database in terms of pupil and parent data, rolling up annually before the start of the academic year.
- p) Ensure that the School's UKVI Sponsorship Licence information is upheld, according to the rules and guidance from the Home Office.

### **Competencies for the Role**

- Outstanding organisational skills and interpersonal skills.
- The ability to work to deadlines and under pressure and keep smiling.
- Exceptional IT skills.
- Excellent attention to detail.
- Flexibility.
- Demonstrate a proactive, 'one step ahead' attitude.
- Strong service ethic to deliver an exceptional customer experience.
- Discretion and confidentiality.