

# CSF Admissions Registrar

## Job Description

Location	Coventry
Contract Type	Full-time (Term time plus holiday working considered)
Working hours	8.30am - 4.30pm
Reporting to	Head of Admissions

## School Ethos:

Our intention is to provide our pupils with a superb education. We are proud of our rich heritage and tradition of academic excellence, which stretches back to 1545, but we are also forward-thinking and quick to adapt in a fast-changing world. We aim to discover each pupil's potential and to ensure that we help them develop fully in an exciting, challenging and supportive environment.

## Role Summary

Ensure that pupil recruitment (11-18) targets are met at our Schools. The Admissions Registrar is responsible for handling all aspects of the admissions process warmly, professionally, and efficiently in a manner consistent with our brand values and ethos, with a view to maximising the number of enquiries, visits, and applications. Efficiently manage, develop and maintain the admissions database, and be responsible for the end-to-end management of all admissions procedures.

## Main Duties & Responsibilities

- Act as a compelling ambassador, effectively communicating our vision and ethos to prospective parents. Be the face and voice of our Schools, providing a warm, welcoming, professional and efficient point of contact with prospective parents whether by telephone, email, in writing, or in person.
- Work collaboratively and effectively as a fully participative member of the Admissions Team to help embed the Admissions vision.
- Actively manage the database to drive pupil recruitment and activity.
- Build rapport and develop strong relationships on the phone, via email, in writing and in person with prospective parents at all entry points, as well as Heads and Admissions staff at feeder schools.
- Build and maintain positive, professional, and collaborative working relationships with other key constituents involved in the admissions process, including but not limited to the Foundation Director of Marketing & Admissions, Head of Admissions, Admissions team, Headmaster, Head of Sixth Form and Marketing Managers.
- Maintain the database and manage a list of enquiries, applications and acceptances.
- Process registrations and bursary applications, seek pupil references and exam results.
- Management and administration of offer letters, declines and acceptances.
- Invitations to key admissions events, such as Open Days and other marketing events.
- Coordination and implementation of family visits, liaising with staff as required.
- Administration and management of internal pupil admissions at key points of transition.
- Ensure warm and timely follow-up after family visits/tours, whether Open Day, personal or Taster events.
- Assist in the organisation of assessment days/entrance examinations.
- Coordination and administration of internal interviews, such as 11+ or Sixth Form.
- Assist in the administration and organisation of key admissions event such as Open Mornings/Days, Information Evenings, Taster Days. Coordinate promotional or other materials required at open events.
- Attend admissions events, warmly welcoming prospective parents, encouraging them to provide details so they can be added to the admissions database, and answer admissions



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- questions, demonstrating excellent knowledge and customer service.
- Liaise with and maintain excellent professional relationships with external agencies, local schools, local education authorities, and other involved parties.
  - Keep abreast of developments in admissions activity in independent and state school sectors, particularly amongst local competitors.
  - Work well with and build support among staff who contribute to admissions activities and campaigns at all school sites.
  - Keep abreast of achievements, events, activities, and developments so that this information can be shared with prospective families.
  - Fully support the Foundation Director of Marketing and Admissions and the Head of Admissions in the execution of any other duties that may reasonably be asked of you.
  - Some evening and weekend working will be required.

## Personal Specification

Personal Characteristics	Essential/Desirable
Outstanding customer service.	E
Strong IT skills (including MS Office suite)	E
Excellent communication skills. Strong telephone and personal manner. Excellent written skills. Must be able to write fluently and concisely using correct grammar and punctuation. Should enjoy meeting and conversing with people.	E
Responsible, flexible, excellent time-management, and ability to work under pressure to tight deadlines.	E
Very well organised and able to multi-task.	E
Able to work independently and act on own initiative, and as a supportive team player.	E
Experience of data input and database management. Ability to interpret the customer data to inform future activities	D
A good educational track record and/or previous experience in Admissions (or in admissions management or customer service) in an educational, sales or service industry.	D

