Registrar

Full-time, year-round to start December 2020.

Bishopstrow College is seeking to appoint an experienced and highly capable Registrar.

The successful candidate will have overall responsibility for managing all aspects of the admissions process at Bishopstrow College and will work closely with the Director of Global Engagement, Director, Principal and. S/He will report directly to one of the Directors.

This is an exciting time in the College's development. Having acquired the College in August 2014, the Directors have continued to develop Bishopstrow, and have further ambitious plans for growth, both on the existing site and beyond, including other potential sites in the UK, with Padworth College acquired in October 2018. The College currently enrols up to 80 students each term, but with the opening of a new classroom building in September 2014 and the addition of new boarding capacity, there is now scope to enrol more than 90 students per term. In addition, we have planning permission to build a new boarding house and activity hall, which is being reviewed for potential improvements.

Growth is expected to come from both the College's existing key source markets, plus new markets, underpinned by the development of existing and new agent relationships, the development of relationships with destination schools in the UK, partnerships with schools overseas and a growing number of direct applications.

The newly appointed Registrar will bring energy and initiative, playing a key role in helping the College achieve its development objectives and the delivery of the Strategic Plan.

The post calls for a high level of customer care/service and/or relevant experience, an understanding of the world of independent education and excellent communication skills in dealing with people for whom English is not their first language.

The College

Established in 2006, Bishopstrow College is a leading, independent, International Boarding School, offering English language and academic pathway programmes to prepare international students, aged 7-17 years, for entry into top boarding schools in the UK and overseas.

The College operates as a traditional British boarding school, but with an innovative four-term academic year, with students enrolling in September, January, March and June. A fifth start date is also available in July. Students can enrol at the start of any term and are prepared as quickly as possible – in as little as one term and up to a year – until they are ready for entry into their mainstream school. All of the College's students come from overseas, with China, Russia, Thailand and Japan being the key source markets currently.

The College's programmes revolve around English language and academic preparation. Our students normally progress to some of the UK's leading boarding schools. Teaching Partnerships, validated by UKVI are currently in place with more than 80 of these schools.

The College is committed to Safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

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Job Description

Reporting To: Director of Global Engagement

Responsible For: Helping secure the admission of the appropriate number, nationality and calibre of students to the College. The Registrar will liaise closely with the Director of Global Engagement (who oversees international student recruitment at both Bishopstrow College and Padworth College) to maximise the number of students enrolling at the College.

Duties and Responsibilities

The list of the main duties below is a brief outline of the areas of responsibility.

1. **Admissions**

- Manage and implement efficient and effective admissions procedures to provide an approachable and welcoming response service to enquiries concerning student admissions and ensuring all enquiries are followed up in accordance with agreed procedures and timescales, usually within 24 hours.
- Process applications beyond the enquiry stage – Registration Form, School Report, Character Reference – including arrangements for 'taster days' (sleepovers and short stays).
- Prepare all relevant information for Skype interviews and schedule interviews with the Principal or Director of Studies.
- Ensure all entrance examinations (e.g., Password online English and Mathematics assessments) are invigilated according to College policy by co-ordinating with agent / applicant's family.
- Review results of Skype interview and Password entrance assessment (where appropriate) and assist the Principal with the process of making offers. Send out offer documentation and forms (e.g., Medical Form, Uniform Sizing Form etc.), maintain records of responses and regularly update the Principal on documentation received.
- Initiate appropriate follow-up in relation to offer documentation. Update and distribute Welcome Packs (e.g., Parent Handbook and Student Handbook).
- Keep the College's Admissions Database up-to-date, ensuring that all stages of the admissions process from initial enquiry to offer, including the results of Skype interviews and entrance assessments (where applicable), contact information, agent tracking and where relevant, withdrawals, are entered into the database.
- Work closely with the Director of Studies to keep up-to-date with the balance of entrants (by Programme, Gender and Nationality) with a focus on ensuring a diversified mix of nationalities enrolled at the College at all times.
- Inform the Principal concerning all the administrative aspects of the registration of new students, their allocation to the College's Programmes and for the handling of subsequent enquiries related to their admission, up to the point of their arrival.
- Manage the weekly Enrolment Pipeline process and maintain a regular analysis of admissions statistics and trends. Collate and present to the Director, Principal and Director of Global Engagement, detailed data on current and projected student numbers by Programme, term etc.
- Oversee UKiset tests taken at the College by current students and external students from other schools.
- Compile and update student and attendance records.
- Liaise with Wiltshire Council regarding student joiners and leavers.
- Book all transportation for incoming and outgoing students.
- Provide input on policies, as and where appropriate.

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2. UKVI

Note that training will be provided here, if required.

- Manage the Tier 4 (Child) Visa process for all incoming and current EU and non-EU students, including full responsibility for all record keeping, including student immigration files and all student tracking during any absence from the College.
    - Issue Confirmation of Acceptance of Studies.
    - Manage process relating to issuance of Tier 4 (Child) Visas, including those Tier 4 (Child) visas issued under a Teaching Partnership.
    - Manage process relating to BRPs, including collecting BRPs from Bath Post Office and distributing to students.
    - Track all relevant information on Salesforce and Engage.
- Maintain SMS and other records required by UKVI.
- Monitor College's position relative to key compliance metrics – e.g., Refusal Rate, Completion Rate.
- Prepare for annual UKVI Basic Compliance Assessment.
- Attend regular training relating to Tier 4.

3. Marketing and Communication

- Maintain the agent database on Salesforce, ensuring all information is updated on a regular basis.
- Supervise the collation and fulfilment of prospectus requests and other promotional literature.
- Liaise with the Head of Boarding and the DSL in the preparation and sending out of Joining Instructions, the Parent Handbook etc.
- Update admissions information (e.g., Fees, Term dates etc.) that form part of the inserts for the College's prospectus.
- Contribute generally to the positive promotion and marketing of the College.
- Take an active role in the College's communication with agents, guardians, parents, students and destination/partner schools, in relation to the admissions process (beyond the enquiry stage) and whilst a student is enrolled at the College, supporting the Principal and Head of Boarding, as appropriate.
- Organise visits to the College by prospective parents and agents.
- Oversee the College's relationships with providers of guardianship services and individual guardians.

4. General

- Keep in touch with admissions trends, developments and issues, including through liaison with other Registrars.
- Undertake such other duties as are required from time-to-time by the Director of Global Engagement, Directors and Principal within the general frame of the appointment. For example, this may include providing cover for the boarding team, as and when appropriate.

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This Job Description is not to be regarded as exclusive or exhaustive and, will be amended from time to time, in the light of the changing needs of the College.

All College staff are expected to:

- Regularly review own practice, set personal development targets and take responsibility for own continuous professional development.
- Support and contribute to the College's responsibility for safeguarding students.
- Work towards and support the College vision and objectives.
- Carry out the work of the College to the best of their ability, displaying initiative and enthusiasm.
- Support colleagues and their work.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, guardians, parents, agents and colleagues.
- Work within the College's health and safety policy to ensure a safe working environment for all staff, students and visitors.
- Adhere to Bishopstrow College's policies.

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Registrar - Person Specification

	Essential	Desirable	Basis of Assessment
Qualifications	• Educated to Degree level	• Hold a recognised qualification in Admissions and Marketing – e.g., AMDIS' Certificate in Admissions Management	• Application Form • Certificates
Experience	• Previous experience working in a school • Experience of being a line manager • Experience of cross-departmental co-operation • Previous Marketing or Sales experience	• Previous experience working as a Registrar • Significant experience and expertise in supporting and being a team member in a school or college • Previous experience of working in a sales or public relations environment advantageous • Experience of managing the Tier 4 process	• Application Form • Interview • References
Knowledge and Understanding	• Equal Opportunities, Health and Safety and Child Protection	• Understanding of independent schools 'market'	• Application Form • Interview
Skills	• Able to form excellent relationships with children, staff, agents and parents • Excellent communication skills – e.g., strong levels of literacy and written communication • Ability to keep excellent records • Excellent self-presentation skills • Excellent ICT skills – e.g., confident and adept in the use of Microsoft Work, Excel, Outlook and a relevant Student Management Information suite. • Experience of generating and analysing reports derived from Microsoft Excel spreadsheets and database software.	• Some understanding of educational practice and terminology • Experience dealing with people for whom English is not their first language and an ability to adapt language for ease of communication.	• Application Form • Interview • References

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	Essential	Desirable	Basis of Assessment
Skills (cont'd.)	• Ability to manage and prioritise workloads • Meticulous attention to detail • Ability to plan ahead and work within agreed timeframes • Good organisational skills • Database management		• Application Form • Interview • References
Professional Development		• Evidence of recent professional development activities	• Application Form • Certificates • References
Personal Attributes	• Persuasive – ability to engage, persuade and motivate people • Self-motivated – ability to demonstrate initiative and be proactive • Calm – work well under pressure • Team player – ability to co-operate with others • Flexible attitude to work – a willingness to work weekend and evening hours on occasions • Empathy with personal circumstances • Honesty, reliability and loyalty to Bishopstrow College • A good sense of humour • Patience • Desire for excellence in all areas	• Positive / problem solving skills	• Application Form • Interview • References

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Terms and Conditions

A formal contract detailing terms and conditions will be drawn-up on appointment. The following notes provide guidance, without prejudice, on the likely main provisions:

Salary

A highly competitive and negotiated remuneration package is available, with a salary commensurate with the seniority and responsibilities of the post. The salary will also depend on experience.

Pension

The College participates in a contributory auto enrolment Pension Scheme, which the post holder will be invited to join, once they have completed the 3 month probationary period. The current rates for eligible staff are that the College contributes 3% and the individual 5%. Individuals can opt out of this if they would like to.

Hours

Monday to Friday 8.30am to 5.00pm (with half an hour for lunch).

Holidays

Holiday entitlement is 30 days annual leave including Bank Holidays and the 10 day break around Christmas and the New Year. Holidays must be taken in consultation with the Directors to ensure management cover at all times.

Probationary Period

Performance will be subject to a 3 month probationary period and regular review.

Notice

The appointment is subject to one term's notice.

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The Application Process

To find out more about the post or the College, please contact Mark Jeynes, Director:

Email: markj@bishopstrow.com
Tel: 07769 651028 or 01985 219210

Applications are encouraged as early as possible. For an application pack, please email: recruitment@bishopstrow.com

Further information is also available from the College's website, www.bishopstrow.com/job-opportunities

Closing Date for Applications: Friday 30 October, 2020
First Round Interviews: Week commencing Monday 2 November, 2020
Second Round Interviews: Week commencing Monday 9 November 2020
Offers Made: Week commencing Monday 16 November, 2020

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