



<b>Job Title</b>	Registrar and School Operations Administrator
<b>Location</b>	Hampstead, London
<b>Salary</b>	Dependent on experience
<b>Type of position</b>	Full-time, permanent. 25 days holiday
<b>Reporting to</b>	Bursar
<b>Start date</b>	As soon as possible

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### **About the School**

The leading independent day and boarding school for girls from 3-16 years in the heart of Hampstead, London. A small, friendly school for around 200 girls, with Royal Patronage from HRH The Duchess of Cornwall.

### **The nature of the role and key tasks**

The Registrar is responsible for all aspects of the schools admissions process and will work closely with the Head and Bursar on marketing communications activities to maximise enquiries, visits, conversions and retention. Key activities include:

- To act as the first point of contact for all enquiries & visitors
- Respond to all incoming enquiries and develop proactive follow-up processes including visits/ tours, registration procedures, visa processes for international pupils, and assessments for new pupils.
- Maintain an up to date database of all enquiries for marketing purposes
- To present a calm, caring and polite first impression of the school
- To organise major school events and open days
- To assist with marketing activities as required
- To ensure marketing collateral is up to date and in stock

The School Operations Administrator role will be the first point of contact to all visitors to the school, internal and external. The role will act as an initial point of contact for parents and general enquiries into the office. Other tasks will include:

- Visitor signing in/out
- Sorting incoming & outgoing mail
- Maintain security of the reception area
- General administrative duties as required including stationery ordering
- Provide cover for other administrative/ secretarial staff as required

## **Person Specification**

Applicants for this role should be able to demonstrate the following qualities and skills:

- An understanding and appreciation of the independent schools sector, ideally with first hand experience gained in either an education or professional capacity
- Excellent verbal and written communication skills
- Marketing and event management experience desirable
- Pleasant and engaging telephone manner with confidence to handle new customer enquiries and make proactive follow-up calls
- Excellent international skills and ability to interact well with parents and children and to strongly promote the school in recruitment and retention activities
- Excellent ICT skills, particularly managing the enquiries database
- A methodical ,efficient and organised approach to office procedures and record-keeping
- Flexibility; no two days are the same and the workload varies throughout the school year
- A sense of humour and the ability to work as part of a team in a central role within the school.
- Ability to use initiative and prioritise work

The school is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Applicants must be willing to undergo child protection screening including checks with past employers and with the CRB. The school is an equal opportunities employer.

**To apply, please contact Sarah Orio**

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Deadline for applications is Friday 10<sup>th</sup> September. Interviews will take place week commencing 13<sup>th</sup> September.