



Short Course Registrar

Job Description

Candidate Profile

The successful candidate will be experienced in a similar administrative role, be customer orientated, performance driven, enthusiastic and committed with stamina and a positive attitude.

Overview of Role

To be responsible for all the administrative duties for all short course that Abbey College in Malvern, support the Marketing Team, and help the Bursar and Principal with general office duties.

Main Duties

- General correspondence, letters, emails, reports, answering the telephone, dealing with visitors at reception, filing etc.
- Maintaining student bookings/agents correspondence and invoice files
- Adding agents to CLASS (in-house database) and sending them required documentation
- Input on update of all short course student admissions onto CLASS (in-house database)
- Short Course Student Bookings (Correspondence with agents/parents, booking on database, invoicing, distribution on information)
- Creating and sending Student/Agent invoices
- All Short Course Group Bookings (Quotations, enter on to database, correspondence with agents/schools, travel company if appropriate, invoicing, distribution of appropriate information to appropriate departments)
- Ensuring correct departments receive necessary information regarding students arrivals/departures (transfers, accommodation, course requirements)
- **Summer School:** Maintain bookings
- Answering all enquiries
- Correspondence with Parents/Agents/Students
- All invoices for parents and Agents
- Producing quotations for groups
- Ensuring correct departments receive necessary information regarding students arrivals/departures (transfers, accommodation, course requirements)
- Appropriate filing
- Making appointments for meetings when representatives travel abroad, and producing an appointment book for them – marketing trips/workshops/exhibitions, producing all necessary information on agents/past students etc. (on occasion as mostly done by Marketing Manager)
- Updating CLASS with details of meetings etc when representatives return from marketing trips, and sending agents any requested follow ups/information (again often done by Marketing Manager)
- Keeping agent records up-to-date on database
- Taking and producing minutes for administration meetings
- Scheduling and minuting Summer School meetings between March and August
- Creating and updating standard forms and policy documents
- Assisting the Academic Registrars where necessary
- Preparing the post, may also include using DHL to send documents overseas

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- Sorting and distributing the incoming post/out-trays
- Producing and maintaining personnel files for permanent staff and the central database of their details.
- Producing and maintaining personnel files for Summer EFL Teachers
- Producing and maintaining personnel files for Summer Work/Study Staff
- Archiving all summer files once per year, and producing new files for the coming year. Same for EAY course files
- Doing dictations/tapes (audio-typing) and other exercises for Director/Bursar where requested, i.e. producing letters, charts, spreadsheets etc.
- Producing, updating and maintaining master documents and policies, and keeping the centralized database up to date
- Updating the website with information, new documents, job descriptions etc, and downloading and processing online applications
- Producing and sending statistics for English UK
- Ad Hoc exercises

General Duties

- Encouraging the students to speak English at every opportunity.
- Helping ensure students do not breach the College Rules
- Helping ensure students behave so health and safety is promoted within and outside of the College
- To help keep the College tidy and presentable.
- To attend all necessary meetings

Other duties could include:

- Be involved with the design, the capturing, the analysis and improvement of student feedback.
- Any other duties required from time to time by the Senior Management

Residential Duties (If appropriate)

If you are a residential member of staff you will provided with an en-suite room, all meals and a weekly laundry service, in return for House Parent duties. These duties include:

- Being an active and caring House Parent
- Being on duty in the house on specified evenings (being present in your room in a fit and proper state to help students if they have any problems, fire alarm goes off, etc.). This is done on a rota system.
- Responding to any noises in the house after bed check
- Being responsible for enforcing discipline within the house if required
- Providing support and advice for students in your house
- Organising regular events for the members of your house
- Helping wake up students in the morning

Qualifications and Experience

Essential requirements:

- **Legal status:** Police and List 99 clearance to work with young people. Eligibility to work in and travel from UK
- **Personal qualities:** Energy and ambition coupled with personal warmth and approachability
- **Administrative skills and competence:** Able to work autonomously, to organise and maintain complex schedules and to sustain a high volume of correspondence
- **Willingness to be involved** with helping students in their ongoing life of the College
- Ability to demonstrate good time-management, problem solving capabilities and organisational skills

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- Be flexible and able to keep calm under considerable pressure
- Demonstrate cross cultural awareness and understanding.

Desirable, but not essential:

- Knowledge of education and the ability to command the respect of parents, clients and partners in the university education sector
- Candidates should have experience of working with teenagers and young adults
- High level IT skills Ability to use spread sheets and maintain websites
- Summer School experience

The most important requirement is the applicant is enthusiastic, energetic, outgoing and keen to make a decisive contribution to all the aspects of the College.

Working Hours

You will be expected to work at the College on a 5 day week. The workload varies according to the needs of the Marketing department, the different times of year; i.e. flexibility is required.

Reporting to

Your Line Manager will be the Bursar and Short Course Manager, but you will also need to work closely with the Marketing Team and Principal.

“The Abbey College is committed to safeguarding and promoting the welfare of children and young people and expects all current and prospective staff to share the same ethos. The successful applicant can only begin work at the College once they have completed Barred Lists (previously referred to as List 99) and DBS checks, and the College has received and verified two satisfactory references.”

The above does not form a contract in its own right and should be read in conjunction with your contract, the Abbey College Staff Rules & Disciplinary Procedures, and Residential Staff Terms and Conditions where applicable

Signature: _____

Date: _____

Signed on behalf of the Abbey College: _____

Date: _____

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