

MOUNTVIEW

Job Description

JOB TITLE: Registry Assistant (6 Month Fixed Term Contract)

RESPONSIBLE TO: Registry Manager

WORKS CLOSELY WITH: Academic Registrar
Admissions Administrator

BACKGROUND TO POSITION

Mountview is one of the UK's leading drama schools, fuelling the next generation of creative artists regardless of background or income through innovative contemporary training and the championing of new work. As Mountview continues to grow in profile and expand its range of courses, construction is now underway on its exciting new home – a purpose-built school and arts facility in Peckham, the vibrant heart of Southwark.

MAIN PURPOSE OF POSITION

The Registry Assistant is a key member of Mountview's Registry Services department. Reporting to the Registry Manager, and working closely with the the Academic Registrar and Admissions Administrator, the post holder is responsible for providing a full range of administrative support to the Registry team.

KEY RESPONSIBILITIES

Recruitment and Admissions

- Assist in the delivery of effective recruitment and admissions processes, including producing and issuing applicant offers, and collating and inputting student recruitment and admissions data.
- Assist in the organisation and administration of recruitment and audition days, helping to ensure a friendly and professional experience for all prospective students and audition candidates.

Enrolment and Registration

- Assist in organisational arrangements for the enrolment, registration, induction and orientation of new students.
- Be responsible for the collection and checking of tenancy agreements for Dance and Drama Awards (DaDA) students.

Awards Administration

- Assist in the administration of the DaDA scheme, including issuing scholarship offers and filing all relevant paperwork.
- Be responsible for the issuing of award certificates as required.

Registry Services

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- Respond to staff, student, parent/guardian and applicant queries in a friendly, professional and timely manner, sending out information as required.
- Provide confirmation of study letters, copies of transcripts and replacement certificates to former students as required.
- Assist in the collation and inputting of data for student returns.
- Assist in the administration of Mountview's graduation ceremonies.

Finance

- Assist in the production and distribution of student invoices, and ensure that all fee payments made by cheque are receipted and recorded.

Other Duties

- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Qualifications and Experience

- Educated to A level or beyond, or have equivalent professional qualifications or experience.
- Demonstrable experience of maintaining attention to detail and providing assured accuracy whilst working under pressure and meeting strict deadlines.
- Proven track record of diplomacy and working effectively with a wide range of people.

Skills and Abilities

- Excellent time management and organisational skills, with ability to multitask, prioritise and problem-solve.
- Excellent written and verbal communication skills, including confident telephone manner, and ability to present well in person.
- Positive and outgoing approach to customer service.
- Ability to work as part of a team and to stay motivated and use own initiative when working alone.
- Ability to exercise tact and discretion in dealing with sensitive and confidential matters.
- IT-literate and highly proficient in using Microsoft Office, including Outlook, Word, Excel and Access.

Personal Qualities and Attributes

- Interest in the arts and/or education.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.
- Understanding of the demands and challenges faced during organisational change.
- Commitment to self-development.

ADDITIONAL INFORMATION

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The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act and Mountview's Data Protection Policy.

This post is based currently at Wood Green, London N22, but with relocation to new premises in Peckham, London SE15, planned in autumn 2018.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

TERMS AND CONDITIONS

Salary: Circa £21K per annum, depending on experience.

Contract: 6 month fixed term.

Hours: 40 per week, normally 9:00am to 6:00pm Monday to Friday, with a 1 hour unpaid lunch break each day. Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

Note: We may consider flexible or part-time hours for the right candidate.

Holiday: 28 days in the first year, including bank holidays, pro rata, rising with length of service thereafter. Mountview currently closes during the Christmas break, normally totalling up to 7 days, excluding bank holidays. This is an operational closure period and does not form part of annual leave entitlement, however staff employed by the Academy at that point will be paid for the total period, pro rated for part-time staff.

CLOSING DATE AND INTERVIEWS

The closing date for completed applications is **Wednesday 9 May at 9am**. Interviews are expected to take place in the week commencing **Monday 14 May**.

HOW TO APPLY

Please send a **covering letter** stating why you are interested in the post and your current salary, along with the **completed application form** by email (preferred) to alistairowen@mountview.org.uk or by post to Alistair Owen, HR Administrator, Mountview, Clarendon Road, London N22 6XF. All applications will be acknowledged. Late applications will not be considered.

Mountview is committed to diversity and is an equal opportunities employer.