

MOUNTVIEW

Job Description

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

RESPONSIBLE TO: Registry Manager

WORKS CLOSELY WITH: Admissions Administrator
Chief Operating Officer
Student Services Team

ABOUT MOUNTVIEW

Mountview is one of the UK's leading drama schools. We offer professional vocational training at foundation, undergraduate and postgraduate level in performance and production arts, alongside evening, weekend and holiday classes for all.

We present around 28 productions across the year including classic plays, new writing and musicals, and our studios, meeting rooms, theatres and workspace are available to hire.

Mountview in Peckham is a home for everyone – vocational students, young people and life-long learners, industry professionals and visitors alike – and with our new purpose-built facility there has never been a more exciting time to join us.

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 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, including preparing registration forms
- Support the Registry Manager with the collection and checking of tenancy agreements for Dance and Drama Awards (DaDA) students.
- Administrate the transfer of student data to the Student Services Team

Awards Administration

- Assist in the administration of the DaDA scheme, including issuing scholarship offers and filing all relevant paperwork.

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- Be responsible for the issuing of award certificates as required.

Registry Services

- 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 statistical 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

MOUNTVIEW

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 General Data Protection Regulation (GDPR) 2018, and must abide by any related policies and procedures.

This post is based at Mountview's premises in Peckham, London SE15.

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 £22K per annum, depending on experience.

Contract: 6 month fixed term, with possibility of extension.

Hours: 40 hours per week, normally 9am to 6pm 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.

Holiday: 28 days in the first year, including bank holidays, pro rata, rising with length of service thereafter.

CLOSING DATE

The closing date for completed applications is **Tuesday 4 February at 9am**.

INTERVIEWS

Interviews are expected to take place in the week commencing **Monday 10 February**.

HOW TO APPLY

Please send a **completed application form** and **your current CV** by email (preferred) to alistairowen@mountview.org.uk or by post to Alistair Owen, HR Manager, Mountview, 120 Peckham Hill Street, London SE15 5JT.

All applications will be acknowledged. Late applications will not be considered.

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