

MOUNTVIEW

Job Description

JOB TITLE: Registry & Admissions Manager (Maternity Cover)

RESPONSIBLE TO: Principal

RESPONSIBLE FOR: Admissions Officer
Registry & Admissions Administrator

WORKS CLOSELY WITH: Chief Operating Officer
Marketing Team
Student Services Team
Academic Staff

ABOUT MOUNTVIEW

Mountview is one of the UK's leading drama schools, developing actors and practitioners who will become the future of the creative industries. Through innovative practice, new approaches to working and close relationships with industry, Mountview cultivates graduates who are independent, generous and actively connected to the issues of the day.

Mountview is passionate about dismantling barriers to the arts and engaging with communities within Peckham and around the UK. Every year the organisation shares its space, expertise and resources, opening up access to the dramatic arts for all ages and abilities.

Actors Grace Hodgett Young (*Sunset Boulevard*), Ben Joyce (*Back to the Future*), Louisa Harland (*Derry Girls*), Artistic Director Rachel Bagshaw (Unicorn Theatre), Musical Director Sean Green (*Get Up, Stand Up!*), Olivier Award-winning actor Giles Terera (*Hamilton*) and actor Eddie Marsan are just a few of Mountview's notable alumni.

MAIN PURPOSE OF POSITION

The Registry & Admissions Manager is a key member of Mountview's administrative team, leading on all aspects of Mountview's admissions and registry services. Reporting to the Principal, and heading up the Registry & Admissions team, the post holder is primarily responsible for:

- The provision of an efficient and professional student recruitment service, coordinating all admissions functions from first point of contact by prospective students, through audition and feedback, up to and including student enrolment. This includes providing support to international students, including the completion of student visa applications.
- The provision of ongoing registry services in relation to attending students, coordinating all aspects of tuition fee invoicing and collection, student financing, scholarships and bursaries, awards and academic transcripts.

The post holder also plays an important role in the quality assurance function of Mountview, collecting and collating data for reporting purposes and assuring the quality of the Registry's data management systems.

KEY RESPONSIBILITIES

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Policies and Procedures

- Ensure all agreed Admissions and Registry policies and procedures are implemented effectively.
- Working with the Principal to regularly review these policies and procedures for statutory and best practice compliance.

Recruitment and Admissions

- Manage the delivery of effective recruitment and admissions processes for all programmes.
- Manage and closely monitor the processing of applications for all programmes in line with agreed standards and timescales.
- Manage the admissions database, overseeing the collation and inputting of student recruitment and admissions data.
- Ensure timely and effective response to applicant queries.
- Assist and advise academic and administrative staff in making admissions decisions based on agreed guidelines, informed by an understanding of the differing requirements of programmes offered and issues relating to non-UK students (i.e. fees and visa/immigration requirements).
- Manage and ensure friendly and efficient support on recruitment and audition days.
- Oversee the planning and organisation of the annual recruitment tour, and support other recruitment events as required.
- Manage the collation of audition assessments and feedback, and the production and issuing of offers and other post-audition communications.
- Manage the candidate reserve list.
- Manage the collation of application and recruitment data for Executive, Committee and Board meetings.
- Liaise with the Marketing team on all matters relating to student recruitment.

Enrolment and Registration

- Manage the student enrolment and registration process, including the transfer of data to the Programme Management team.
- Manage the collection of all required student information and documentation for internal and external data and compliance requirements.

Awards Administration

- Manage the administration of the Dance and Drama Awards (DaDA) scheme, including, income assessments for continuing students, organisation of data and communication to students..
- Manage and maintain records of internal and external scholarships and bursaries, ensuring that communication to students is advertised in a timely manner and that deadlines are adhered to.
- Support students applying for and in receipt of scholarships and bursaries, ensuring that external relations with awarding bodies are maintained throughout the student's period of study, and that student communications are produced and delivered in a timely manner.
- Oversee the timely administration of maintenance payments to students in receipt of maintenance bursaries.
- Report on scholarship and bursary developments when required
- Lead on the organisation of graduation ceremonies, including the management of student bookings, conferment of awards, issuing of certificates and arrangements for academic dress.
- Manage the confirmation of awards and replacement transcripts to former students.

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Registry Services

- Manage student visa applications, overseeing preparation of Confirmation of Acceptance for Studies (CAS) numbers, and advising prospective international students on visa requirements.
- Ensure compliance with all UKVI regulations in relation to student visas throughout relevant students' course of study at Mountview.
- Lead on the preparation of data and compliance returns to the Student Loan Company, ESFA (DaDA), UKVI and TfL (student Oyster cards).
- Support the Principal in the preparation of compliance returns to the Office for Students (OfS), HESA, UEA and Trinity.

Finance

- Manage fee assessments and preparation of invoices on an annual basis, liaising with the Finance team as necessary.
- Undertake the role of 'credit controller' to ensure all fee payments are received by due dates.
- Oversee liaison with the Finance team to ensure correct coding and allocation of fee payments from students, parents/guardians and the Student Loan Company.

Systems, Data Management and Quality Assurance

- Support the development and maintenance of systems for collecting and analysing statistical data and other forms of information-gathering for reporting and planning purposes.
- Ensure that all admissions and registry data is collected, collated and distributed efficiently, effectively and appropriately, in compliance with relevant agreed legislation, standards and guidelines.

Other Duties

- Line manage the Admissions Officer and Registry & Admissions Administrator, providing professional and pastoral support as necessary.
- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Qualifications and Experience

- Educated to degree level or beyond, or have equivalent professional qualifications or experience.
- At least five years' experience within academic registry or admissions, or equivalent administrative experience with demonstrable transferable skills.
- Proven track record of working in a busy and demanding office environment, including experience of managing a complex and varied workload.
- 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

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- Excellent time management and organisational skills, with ability to multitask, prioritise and problem-solve.
- Excellent written and verbal communication skills, including good 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 integrity and discretion in dealing with sensitive and confidential matters.
- IT-literate and highly proficient in using Microsoft Office, including Outlook, Word, Excel and Access.
- Knowledge of, and strong commitment to, promoting equality and diversity and ability to apply this knowledge in practice.

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

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 2018, and must abide by any related policies and procedures.

This post is based at Mountview's premises in Peckham, London SE15. Mountview reserves the right to require the post holder to work at such other place of business within Greater London as the organisation may require, or work from their own home for online delivery when necessary.

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 £35K per annum, depending on experience.

Contract: 9 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.

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CLOSING DATE

The closing date for completed applications is **Wednesday 21 February at 9am.**

HOW TO APPLY

Please send **your current CV** with a **covering letter** and a completed **equal opportunities monitoring form** to Alistair Owen, People & Culture Manager, at alistairowen@mountview.org.uk

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

Mountview is committed to diversity and is an equal opportunities employer. We actively encourage applicants from under-represented backgrounds and value the positive impact that difference has on our institution.