**Job description**

Job title: Registry **Administrative Assistant (6 months fixed term)**

Reporting to Registry Team Leader

**Purpose of the role:**

The Registry Administrative Assistant will play an important role in assisting the Registry and Quality Assurance teams with administrative support, in particular in respect of the Admissions Process and Registration, responding to student queries and preparing letters, transcripts and Certificates.

The Administrative Assistant will be working closely with the Registry Team and other departments including Quality Assurance, Finance, and Curriculum Coordination.

We are looking for an enthusiastic and student-focused individual who is experienced in dealing with enquiries from applicants, students, staff and visitors and able to provide them with an accurate and professional response.

The ideal applicant will have excellent interpersonal skills developed from experience of working in a customer focussed environment and will have a pro-active and flexible approach to work and a willingness to help others. You will have good all-round IT skills, an eye for detail and excellent data entry skills.

**Main duties and responsibilities:**

**Enquiries**

* Management of all enquiries efficiently and effectively from students and potential applicants about all courses and related issues such as general enquiries, entry requirements, fees, funding and scholarships information
* Providing support during Open Days

**Admissions administration**

* Assisting the Registry Team with the admissions and all the administration tasks related to the admissions process
* Assist with Registration (both registering new students and re-registering returning students)
* Assist with document uploads and student data entry

**Student administration**

* Providing students with letters of confirmation of study for Council Tax exemption, banking, sponsorship and other purposes, involving cross-checking of student registration details.
* Administering the Accommodation newsletter
* Editing, publishing and distributing Student Information and Course Handbooks
* Assisting with the production of Certificates

**Other duties**

* Providing secretarial support to the Registrar and Quality Assurance Manager
* All personal data and information must be processed in accordance with the General Data Protection Regulation, UK data protection legislation and the School’s Data Protection Policy.
* The post-holder will be required to undertake other duties as the Registry Team Leader might require, pro-actively contribute to the tasks undertaken by the Registry team as appropriate, especially at peak times, and provide cover for colleagues in the Registry Office in case of absence.

**Skills, Knowledge and Experience**

* Administrative experience, preferable in the education sector
* Self-disciplined with the ability to prioritise under pressure and refer matters to senior staff as appropriate
* Strong communication skills, both verbal and written
* Able to work in a team and independently
* Attention to detail and accuracy
* Advanced knowledge of Microsoft Word, Excel and Outlook