

**Job Description & Specification – Bloomsbury International**

Job title:	Registrar
Reports to:	Centre Manager
Job Purpose	The main role is to maximise the efficiency of the reception area and ensure that all school enquiries are responded to promptly with a professional approach. To continually develop and maintain a professional, effective registry for the school, its agencies worldwide and its student population.

Specification – Criteria	Essential	Desirable
Degree		Yes
Proven strong administration experience	Yes	
Experience in providing customer service		Yes
Experience using CLASS Database		Yes
English level CEFR C2	Yes	
Highly effective communicative skills	Yes	
Excellent IT skills (EXCEL/Microsoft/Office etc.)	Yes	
Excellent ability to organise and manage own work productively	Yes	
Excellent administrative and record keeping skills	Yes	
Excellent ability to work in a demanding environment	Yes	
Proven ability to multitask	Yes	

Job Description – Key areas of responsibility

Providing a highly professional customer service to all students, clients and staff in an international environment
Dealing with course and accommodation enquiries
Responding to email and telephone enquiries
Carrying out general administrative duties, e.g. preparing certificates and letters for students
Liaising with agents
Inputting student data into the database
Ensuring high standards of filing and record maintenance
Day to day running of the reception area
Assisting with the monitoring of student attendance
Acknowledging and recording receipt of fees, taking cash and credit card payments
Sharing the responsibility for the emergency mobile when necessary
Supporting the centre manager and the director of studies

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the on-going needs of the organization.