Registrar – Position Description

Role:
The Registrar will report to the Dean of Students and is primarily responsible for student records, student admissions, including all facets of data management, student contract management, student provisioning and general student administration and liaison.

Key Result Areas:

Student Records
Student Admissions
The admissions process occurs twice a year at the beginning of each semester per prescribed universities’ academic calendars. Ad hoc enrolments may also occur.

- Manage the bi-annual admissions and re-admissions process including data management and development of efficient electronic administrative and data management systems. Inputs to this process include student and parent enquiries, College website enquiries, intercollegiate office liaison and electronic data transfers and returned student agreements
- In consultation with the Dean of Students, plan and manage the annual interview/selection process ensuring incoming students meet the academic and personal criteria set by the College for successful applicants
- Maintain accurate and complete student records (both electronic and in hard copy) and ensure prospective students (new, returning, non-resident) are processed to enrolment in an orderly and efficient manner. This includes:
  - Maintaining student records and database for future and current students
  - Issuing and collating all student forms
  - Inputting all future student applications to the database as they are received
  - Updating of database from returned enrolment documentation
  - Following up applicant details where necessary by email or phone
  - Answering general student queries
  - Updating the student database by moving non returning students to past, returning student to current year and future students to current once their enrolment papers have been processed
- Control and report on student cohort numbers, profile and movements throughout the year
- In collaboration with the Dean of Students and House Conference and Events Manager, undertake an annual review of the Student Admissions process looking for efficiencies including better software or on-line platforms
Contracts
• Under direction from the Dean of Students, manage the student offer process, including arranging, preparing, merging and distributing student enrolment contracts
• In a timely manner, input all data into the College’s student database and room booking system
• Undertake database system processes such as the creation of constituencies, debtors, creditors and other. Provide, create and distribute meaningful student reports
• Scan returned Student Contracts and store on shared drive
• In collaboration with the Dean of Students and Business Manager, undertake an annual review of the student contract, including data collection requirements, to best meet Student Services, Academic, Advancement and Business Service needs of the College
• Assist the Accounts Office in identifying student deposit payments

Student Provisioning
Upon students being accepted to College:
• Manage student reservations including preparation of ‘welcome packs’, recording of student details to assigned rooms and ‘check-in’ (and ‘check-out’) dates in the College’s room booking system
• Input details of assigned rooms to the database
• Issue student keys and fobs for student rooms, front door access, lockers, gym, Leggatt Centre student kitchen, bicycle and car parking (where applicable, attain approved release forms before issue). Maintain a register for each.
• Issue photocopying and guest meal voucher fobs in conjunction with IT strategic and operational Services (IT). Maintain a register.
• Issue Design Studio access fobs in conjunction with Dean of Studies. Maintain a register.
• Allocate and manage gown register
• Allocate student car parking spaces, fob and stickers
• Allocate bicycle stickers
• Issue and attain release forms for College gym, car parking, IT, bicycle parking, Leggatt Centre student kitchen and any other administrative student provisioning form

Student Administration and Liaison
• Attend Welcome Sunday and check in students, distribute welcome packs and gowns, and generally meet and greet students and parents. Ensure as best students have their photos taken by IT on the day and follow up exceptions thereafter. Assist the Dean of Students.
• Attend Open Day event and meet and greet prospective students and their families. Assist the Dean of Students.
• In collaboration with the direction of the Dean of Students, act as liaison, between UC staff and students
• Assist the Dean of Students with the annual update of the Student Handbook including liaising with UC staff for requisite changes
• Coordinate student room inspection and inventory process in collaboration with Facility Services
• Coordinate student exit procedure in collaboration with other service and business areas of the College
• Update student data, information and records in the College’s database (Synergetic), complying with UC data standard requirements
• Assist the Dean of Students in identifying any breaches to the Code of Conduct (not including car parking which is managed by Facility Services)
• Assist the Dean of Students in providing and arranging tours of the College to prospective students, their families and other guests
• Provide the Head of College, Dean of Students and Dean of Studies with Semester 1 and 2 student profiles
• Provide the Accounts Office with the following information for accurate and timely invoicing purposes:
  o Incoming new students and outgoing students at the end of Semester 1
  o Returning and non-returning students at the end of Semester 2
  o Overnight stays by students outside of contract periods which were approved by the Dean of Students and/or House Conference and Events Manager
• Provide the Accounts Office with lists of names and details of charges to be applied to Students accounts including:
  o Contract fees
  o Studio and Library printing
  o Optional Charges such as car parking and linen packs
  o Miscellaneous Charges such as replacement costs for lost keys, fobs, gowns, and any liquidated damages imposed for damage caused

Student Recruitment
• Support the Marketing and Communications Advisor to meet and maintain the College’s occupancy, growth and diversity targets
• Manage enquiries from prospective and returning undergraduate, graduate and non-resident applicants
• Assist the Dean of Students to manage relationships with prospective students and their families
• Work with the Marketing and Communications Advisor to help deliver the College’s school marketing strategy including school visits, Open Day, communications and expos

Student Event Management
• Work with the Dean of Students, Dean of Studies, House Conference and Events Manager and Food Services Manager to coordinate and manage the following internal student events:
  o Welcome Sunday
  o Commencement Dinner
  o Stakeholders Dinner
  o Academic Achievement High Table
  o Fellows High Table
  o Valedictory Dinner and
  o Pathways Dinner
• Provide support for Careers Month, Art and Design Week, Wellbeing and Careers Workshops and other student related activities and events as needed
• Develop the Function Request and Running Sheet, prepare communications lists, invitations, correspondence, mail-outs, photography, and manage RSVPs
• Review events and processes, as appropriate, to ensure continual improvement, implement best practices and boost quality and attendance

Reporting
• Assist the Marketing and Communications Advisor to report regularly to the College Council and Senior Management Team on student recruitment trends and activity
• Ensure appropriate evaluative reporting occurs following the annual admissions process to inform our admission processes, marketing and outreach

General
• Other duties as directed.
Selection Criteria:

- Ability to meet deadlines and achieve outcomes
- Ability to multi-task, prioritise and work under pressure
- Attention to detail
- Ability to be self-reliant, work autonomously, and be a team player
- Experience working within an education environment
- Qualification relevant to this role
- Ability to respect confidentiality and privacy at all times
- Interpersonal skills in dealing with young adults
- Outstanding verbal and written communication skills
- Excellent telephone manner
- Highly developed customer service skills
- Excellent computer skills including sound knowledge of Microsoft Office applications (Word, Excel, PowerPoint and Outlook). MS Query experience an advantage
- First class administration skills, including competency in office procedures/systems
- Excellent data management and evaluation skills (experience with Synergetic student database and or StarRez room booking system or similar preferred)
- High level capacity to innovate and problem solve, developing and adapting electronic administrative systems
- Capacity to be flexible and work effectively and collaboratively in a changing work environment
- Current Working with Children Check

20 October 2017