

MOUNTVIEW

Job Description

JOB TITLE:	Registry & Admissions Officer
RESPONSIBLE TO:	Registry & Admissions Manager
WORKS CLOSELY WITH:	Admissions Officer Finance Team Heads of Programme and Course Leaders
LIASES WITH:	Marketing Team Programme & Student Services Team Student Welfare Manager Other Academic and Administrative Staff

WELCOME TO MOUNTVIEW

From Sally Ann Gritton, Principal & CEO:

Mountview is a vibrant and dynamic organisation to be a part of. Dedicated to ensuring the future of the creative industries, we train actors, practitioners and technicians to the highest standards. The staff team are highly skilled, friendly and dedicated, and as a result Mountview is flourishing with creativity. We are an outward-looking organisation, with ambitions spanning local, national and international activity. Our home in Peckham is beautifully purpose-built and we thrive in it. However, Mountview is not a building, it is an ethos, and we have recently launched four regional sites for some of our training. Mountview is a happy and energetic workplace which celebrates kindness and difference, and succeeds through a shared pursuit of getting things done well.

Our core values, which guide and inform everything we do and believe, are:

- **CHALLENGE THE STATUS QUO**
doing things differently and courageously; allowing curiosity to drive us; being motivated by new ideas and pushing boundaries; celebrating dynamic and playful exploration; influencing industry with progressive practice; inspiring everyone we reach.
- **CREATE BELONGING**
welcoming all people from all backgrounds; implementing anti-oppressive practices; actively seeking to break down barriers to inclusion; creating access; embedding Equality, Equity, Diversity, and Inclusion approaches; celebrating difference.
- **SUSTAIN THE FUTURE**
environmental mindset, maintenance, and renewal of existing resources; retaining rigour and integrity of our quality and standards; financial sustainability; resilience and wellbeing and supporting with nurture and kindness.
- **COMPASSIONATE COLLABORATION**

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elevating ideas by working together with respect, sharing our warmth, creativity, and resources; finding strength in partnerships and collaborating internally and externally; developing cultural competency; listening; utilising networks.

- **TRANSPARENT COMMUNICATION**
being appropriately open with our information and processes; developing liberatory training practices; compassionate and clear communication; solutions focussed; ownership of responsibilities with clear accountability; observing data privacy.

I hope you will enjoy getting to know more about Mountview and wish you well in the application process should you choose to apply.

You are welcome here.

WE DO THINGS DIFFERENTLY

Whether through our higher education programme, our participation work or Mountview Exams, our training aims to develop skills, grow confidence, celebrate creativity and reward individuality.

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

The arts can enrich and change lives. We are passionate about dismantling barriers to the arts and engaging with communities in Peckham and beyond. Every year we share our space, expertise and resources, opening up access to the dramatic arts for all ages and abilities, while simultaneously learning from and collaborating with the vibrant cultural ecology on our doorstep.

Mountview is synonymous with exceptional Musical Theatre training and we are widely considered to lead the field as global innovators. We are proud to have launched our own examination board, offering graded Musical Theatre qualifications. Our unrivalled expertise brings a fresh approach, sharing our values with people of all ages and at all stages in their development.

Today's students join a constellation of graduates making their mark on the profession. 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 our notable alumni.

PURPOSE OF THE ROLE

The Registry & Admissions Officer is a key member of Mountview's administrative team. Reporting to the Registry & Admissions Manager, and working closely with the Admissions Officer, the post holder is responsible for providing a full range of support to the Registry & Admissions team.

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MAIN DUTIES AND RESPONSIBILITIES

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.

Registry Services

- Respond to staff, student, parent/guardian and applicant queries in a friendly, professional and timely manner, sending out information as required.
- Assist Student Services Team with confirmation of study letters, copies of transcripts and replacement certificates to former students as required.
- Collate and input data for student statistical returns.
- Assist in the administration of Mountview's graduation ceremonies.

Student Finance

- Assist in the production and distribution of student invoices.
- Ensure all fee payments are made on time and follow up where necessary.
- Ensure that all fee payments for both incoming and current students are receipted and recorded.
- Liaise with the Finance team to ensure correct coding and allocation of fee payments from students and parents/guardians.

Enrolment and Registration

- Support the administration of student visa applications, including preparing Confirmation of Acceptance for Studies (CAS) numbers.
- Collate and input recruitment and admissions data into systems as required.
- Lead in organisational arrangements for the enrolment, registration, induction and orientation of new students, including preparing online registration forms.
- Manage the sharing of student data with the Student Services team.

Awards Administration

- Assist in the administration of both Mountview internal scholarships and external scholarships, working closely with the Development Department and others as necessary.
- Be responsible for the issuing of award certificates as required.

Recruitment and Admissions

- Assist the Admissions Officer in the delivery of effective recruitment and admissions processes, including processing applications and collating and inputting student recruitment and admissions data.
- Process applications for all programmes in line with agreed standards and timescales.
- Respond in a timely manner to applicant queries.
- Assist in the organisation and administration of annual recruitment tour and audition days, helping ensure a friendly and professional experience for all prospective students and audition candidates.

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Other Duties

- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Our person specification outlines the profile of our ideal candidate. However, we appreciate that not every candidate will meet all criteria. If you don't have all the skills or experience outlined but believe you can still make an impact, please explain in your supporting statement how you think you'll be able to achieve this and what support you might need to do so.

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.

TERMS AND CONDITIONS

Salary: Circa £29K per annum, depending on experience.

Contract: Permanent.

Hours: 40 hours per week, normally 9am to 6pm Monday to Friday, with a 1 hour unpaid break each day.

Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

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Mountview currently operates a hybrid working policy, 60% in the office and 40% remotely, where roles and responsibilities allow. This is a non-contractual arrangement, and we reserve the right to request that you are in the office at any time during your working week.

Holiday: 28 days in the first year, including bank holidays, rising with length of service thereafter to a maximum of 38 days.

Mountview also has a paid operational closure over the Christmas holiday period which totals up to 7 additional days, excluding bank holidays.

All holiday entitlements are pro-rata for part-time staff.

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

OTHER BENEFITS

- Complimentary staff tickets for public performances, subject to availability and policy.
- Pension scheme with NOW Pensions.
- Access to interest-free season ticket loan.
- Access to a salary sacrifice cycle to work scheme.
- Generous sick pay.
- Enhanced family leave.
- Training and development opportunities, including time off for development.
- 25% fee remission for undergraduate and postgraduate degrees at University of East Anglia, subject to qualifying criteria and certain exclusions.
- Access to Zurich Support Services providing free and confidential health & wellbeing support on emotional issues, financial services, family caring, daily living, legal information, life coaching and counselling support for you and your family.
- Confidential 24-hour counselling service available to you and your immediate family through DAS Counselling.
- Access to the TalkLife Workplace, a global community of like-minded people supporting each other day and night.
- Contribution to the cost of eye tests and glasses, subject to agreement and policy.
- Extras discounts saving up to 10% on the cost of physical and digital gift cards from big name retailers.
- Access to a bYond Card providing up to 15% cashback when you shop at over 80 household retailers.

RECRUITMENT PROCESS

Closing date: Thursday 10 April at 9am.

Interviews: First round interviews are expected to take place in the week commencing Monday 21 April.

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How to apply:

Please send your current CV, with a covering letter and a completed equal opportunities monitoring form, to recruitment@mountview.org.uk.

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

Equal Opportunities:

We know that diverse groups of people make better decisions. To help us take positive action to improve diversity, we ask candidates to complete an equal opportunities monitoring form. This will not be shared with the shortlisting or interviewing panel but will be used to improve accessibility in our recruitment processes.

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

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.