

**Appointment of
Registrar**

SWANBOURNE HOUSE
BUCKINGHAMSHIRE



WELCOME TO SWANBOURNE HOUSE

Swanbourne House is an incredibly special and beautiful place to work. We are lucky to have state-of-the-art classrooms, outstanding sports facilities and grounds that genuinely need to be seen to be believed.

I am passionate about providing the most inspiring education to the children in our care and working together as part of a team to create the extraordinary. The Swanbourne House pupils and their families benefit from highly talented staff, and we work together in a culture where every view is valued, we support each other and colleagues' wellbeing and morale is prioritised.

Swanbourne House is part of The Stowe Group, and we benefit from this in numerous ways. Our pupils have access to the facilities within The Group and our staff have the opportunity to work alongside teaching staff at the other schools.

I hope that you find this application pack both useful and informative and I look forward to welcoming you to Swanbourne House soon.

Nick Holloway
Head

Swanbourne House School is an independent day and boarding school, for children aged 3 to 13 years. Set in 55 acres of Buckinghamshire countryside, with a dynamic & challenging curriculum, small class sizes, inspirational extra-curricular activities and extensive facilities, we're creating change makers ready for the world of tomorrow.

State-of-the-art Science Labs | IT suites | Specialist Teaching across Subjects from Year 5 | Art Studio | Design, Technology and Engineering Lab

The Pre-Senior Baccalaureate (PSB) is the assessment framework used in Years 7 and 8, but its roots grow throughout the curriculum across all year groups. The PSB is based on strong academic foundations, but also encourages skills such as critical thinking, creativity and problem-solving. Pupils are encouraged to think 'how' and 'why' and see setbacks as a step on the path to success as they develop curiosity, challenge their thinking and develop new ways to learn.

Last year, Swanbourne House pupils were awarded an impressive 13 scholarships and exhibitions to leading senior schools across the UK.

The Manor House

The Manor House, our dedicated teaching, play and outdoor space for children from Pre-Reception to Year 2 is at the heart of our school. Adjacent to farmland, with small class sizes, experienced and passionate teachers and an innovative approach that develops skills alongside academic progress, Swanbourne House is a special place for your child to start their learning journey. New play areas - including The Fort - have recently been built.

Pupils receive specialist teaching in Music, Sport and French during their time in the Manor House, have swimming lessons at our onsite pool from Reception and have a wide choice of enriching extra curricular activities, including rugby, ballet, science club and Mandarin.



Registrar

Department: Marketing & Admissions

Accountable to: Deputy Group Director of Marketing & Admissions

The Role

As the Registrar, your role will be pivotal in handling all admissions enquiries, creating an exceptional customer journey for prospective families, and supporting the School in achieving target numbers for pupil recruitment. Your positivity, interpersonal skills and administrative abilities will contribute to the growth and success of Swanbourne House. You will be the primary point of contact for all admissions enquiries, promptly and professionally responding in a friendly, informed and effective manner.

Admissions Process

- Follow and implement The Group's Admissions Policy in relation to the admissions of new children at the School.
- Respond to all initial first enquiries that come into the School on admissions, either by phone or email within agreed time frame.
- Organise prospective parent meetings with the Head and brief the Head with all necessary details for the family prior to the visit.
- Ensure all prospective family details are entered into the CRM database. Manage all information and communications around admissions via the CRM database.
- In liaison with the Head and the Deputy Group Director of Marketing & Admissions, undertake all tours of prospective families to the school.
- Organise regular Open Days for prospective families, planning dates in the calendar 18 months in advance. Liaise with Academic Team, Catering Team and Operational Team on successful implementation of events. Ensure prospective families receive all information they require prior to the event and receive prompt follow up post Open Day.
- Manage the risk assessments for Open Days and admissions activities.
- Organise all arrangements for individual familiarisation days/Stay & Play assessment sessions through the term, liaising with the Deputy Head Academic/Head of Lower School on arrangement and assessments. Manage a space and computer for older pupils to complete online assessments.
- Ensure receipt of registration fee and Familiarisation Day form, with information distributed accordingly, in line with School processes, on children's' needs to Academic Team, Surgery, Catering, Boarding Team, DSL and Reception (as required).



- Organise receipt of current school reports from current school setting and provide to Deputy Head of Academics/Head of Lower School as required.
- Manage the process for offers of places to all prospective families.
- Manage the online registration portal via My School Portal.
- Complete all paperwork on new admissions as required, ensuring the information is added to the CRM correctly and necessary information distributed accordingly, in line with School processes, on children's' needs to Academic Team, Surgery, Catering, Boarding Team, DSL and Reception (as required). To include Child Student Visa paperwork as required.
- Manage the process for allocation of Child Student Visas for international pupils. To include liaison with UKVI as required, ensuring compliance with the process throughout.
- Liaise with schools of new pupils to request safeguarding information.

Customer Service

- Provide exceptional customer service throughout the admissions process to all prospective families.
- Ensure all communication to families is delivered accurately and in a timely manner.
- Identify areas for improvements to the Customer Journey and implementing plans where necessary.

Scholarships & Bursaries

- Manage enquires for scholarships and bursaries (Head's Awards).
- Work with the Director of Prep School Finance to provide Bursary forms and explain the bursary process to those prospective families who require assistance.

Marketing Materials

- Support the Director of Prep School Marketing & Admissions in providing information, amends and key data for marketing collateral, both on and offline, as required.

Boarding

- Work with Boarding Team on 'Boarding Taster Nights' for current pupils throughout the year.
- Organise annual Boarding House Open Night for parents and guardians to see the facilities and meet the Boarding Team.
- Encourage take up of Flexi-Boarding with prospective parents.
- With the Boarding Team, undertake all Boarding House tours with prospective families.
- As required, develop relationships with International Agents, responding to queries promptly, arranging visits with Head and creating outreach programme.



Lower School Outreach

- Build relationships with local nurseries and toddler groups, promoting the School Reception class admissions.

Reporting

- Create weekly admissions reports on current roll, pipeline, projections and confirmed places for upcoming terms.
- Provide monthly admissions reports to include number of enquiries, conversion rates, how prospective families have heard of the School, anecdotal feedback and suggested improvements to Customer Journey.
- Create ad-hoc reports on admissions as required by the Deputy Group Director of Marketing & Admissions.
- Work with the Deputy Group Director of Marketing & Admissions to flag any potential short term challenges or concerns regarding year group/overall numbers.

Trends and Developments

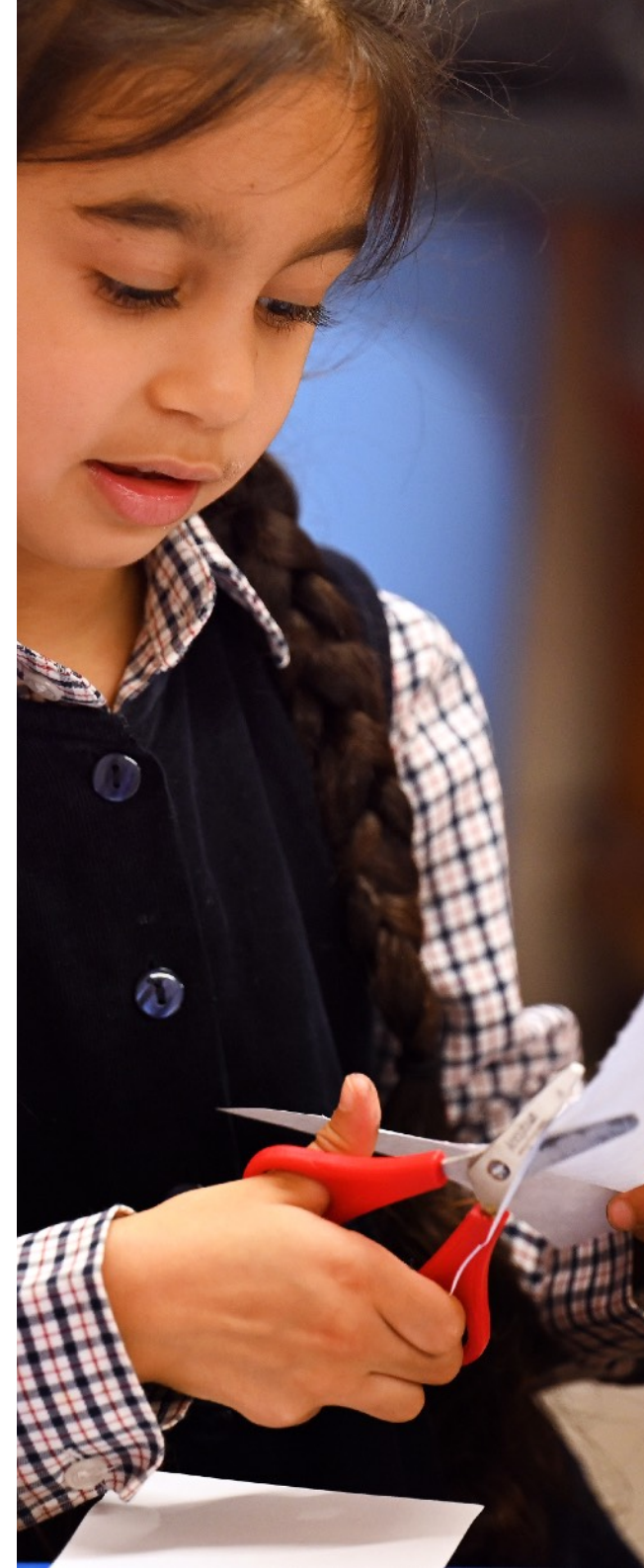
- Stay up to date with admissions trends, developments and updates via professional development.
- Attend training in regards to Child Student Visa compliance.
- Visit at least two other independent schools per year to build and share best practice.

Profile and School Events

- Attend School events (such as Sports Day, Head's Social Events, Community events etc) to ensure profile in role remains high throughout the parent body.
- Attend local networking events to raise profile amongst the local business community.
- Organise annual Open Day for current families, inviting them in for tours and informal meetings with the Head.

Other

- Any other reasonable tasks as requested by Deputy Group Director of Marketing & Admissions.



PERSON SPECIFICATION

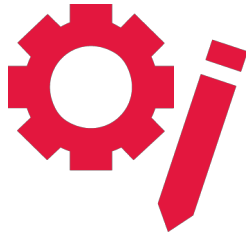
- An understanding of the principles of sales and marketing.
- Experience in customer-facing roles.
- Ability to understand and interpret data in spreadsheets and reports to provide accurate and useful forecasts and management information.
- Ability to work in a fast-paced environment and to multi-task.
- Excellent literacy and numeracy skills.
- Excellent organisational skills.
- Meticulous attention to detail.
- Excellent verbal and written communication skills.
- Ability to build effective working relationships with children and adults.
- A proven ability to prioritise and organise self and others.
- Resilient and able to cope with the rigours of a busy environment.
- Good general ICT skills, including Microsoft Office and CRM databases.
- Enjoyment of working with children.
- Reliable and flexible with a 'can-do' attitude.
- Discretion, sensitivity and diplomacy, to help build good relationships with external and internal stakeholders.
- Commitment to promoting the ethos and values of the School.
- Commitment to maintaining confidentiality at all times.
- Commitment to safeguarding pupils' wellbeing and equality.



COLLEAGUE BENEFITS



Discounted School Fees
At Stowe Group schools



Learning and development opportunities



Volunteer leave
Up to 2 days paid leave for volunteering



Shopping discounts
Through the 'Discounts for Teachers' website



Free refreshments



Free annual flu vaccine



Each person reward and recognition
Discounted shopping, cashback and access to diesel fuel card



£85 Annual Golf Membership
For you and immediate family (applies to permanent colleagues only)



Wraparound childcare
Free wraparound childcare available for all colleagues at Prep Schools



Enhanced holiday entitlement
Your contract will provide details of the exact holiday entitlement you will receive



Employee wellbeing programme
Including free access to counselling services, physiotherapy and more

YOUR APPLICATION

An application can be made by clicking on the job link on The Stowe Group vacancy page, this will direct you through to The Stowe Group recruitment hub applicant tracking system. Please complete the application form along with a covering letter detailing why and how your skills and experience could see you thrive in this role.

If you need any help with the application process, please contact: recruitment@stowe.co.uk or call 01280 818005

This is a full time permanent role.

Lunch is provided free of charge.

Offers of employment are made subject to receipt of satisfactory references, DBS clearance and online background check carried out by our third-party partner, SP Index.

This job description reflects the present requirements of the post and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder.

The Stowe Group is committed to providing outstanding safeguarding of the children in our care. You will be required to adhere to the School's safeguarding policy and guidelines and ensure that the safeguarding of children underpins everything that you do. Every member of staff of The Stowe Group has the responsibility to safeguard the children.



THE Stowe GROUP

The Stowe Group comprises Stowe School, Ashfold, Swanbourne House and Winchester House. The Group's formation has given pupils and staff at Swanbourne House access, not only to Stowe's world-famous estate, but to its expertise in teaching and learning as well as governance. The Stowe Group recently launched its Change Makers vision along with the Change 100 programme to raise £100m for transformational bursaries. The Stowe Group is part of Allied Schools, an association of independent schools which uphold the Protestant and Evangelical principles of the Church of England.

The Stowe Group does not aim to produce stereotypes or mould pupils into conventional all-rounders. Change Makers are encouraged to grow in their own way and celebrate the differences between them. Nurturing the emotional, physical and mental well-being of each pupil is of paramount importance and our culture is characterised by teamwork, collaboration and mutual respect. Mindful of their ethical, intellectual, physical and social development, we educate and support our pupils to achieve fulfilling lives. Our goal is to inspire pupils and staff to be Change Makers who will shape positive futures for themselves, their families and the global community.

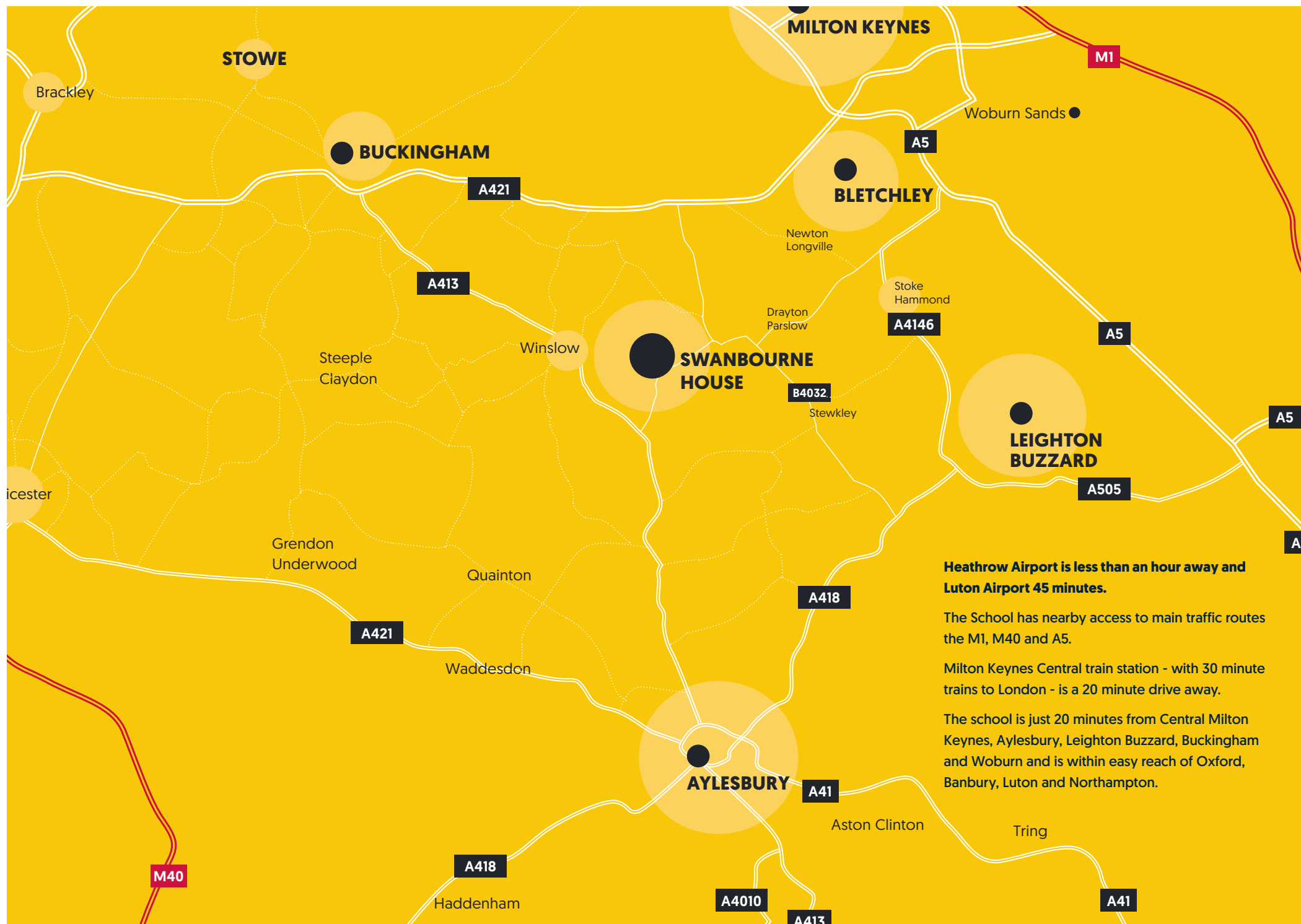
Through a broad and inclusive education, pupils are educated and prepared for life. They gain knowledge and understanding in a wide range of academic disciplines as well as developing core skills in thought leadership, critical thinking, intellectual curiosity, innovation, communication, technology, creativity, team-work and collaboration, self-reflection and lifelong engagement. World-class facilities support our educational aims and are shared with the wider community. We strive for excellence and celebrate achievement, valuing education as a journey

and not a destination in the belief that all pupils can exceed their potential. Learning is learnable and everyone can improve.

Our aim is to encourage personal development by creating a flourishing, vibrant, cohesive, caring and socially inclusive community which embraces pluralism, diversity and intercultural understanding. We celebrate differences by giving everyone a voice and then listening to multiple viewpoints. We believe it is our collective responsibility to develop the cognitive, physical, emotional and spiritual well-being of everyone in our community.

We are committed to the development of character, with particular emphasis on tolerance, resilience, honesty, humility, courage, compassion, gratitude and service. While many pupils compete at the highest level in sport, our aim is to provide a wealth of co-curricular activities which pupils of all abilities can access and enjoy. Through teaching, coaching and counselling, we will do our utmost to support pupils to be their best, do their best and feel their best. We honour the legacy of Change Makers from the past by looking forward to a future where wealth is not a barrier to success. We are building an endowment to support Change 100 which will promote social mobility by allowing unprecedented access, regardless of financial means or circumstances, to a Stowe education. We have developed partnerships with local schools, explored international opportunities and strategic links with universities, businesses and NGOs. We strive to attract and retain employees of the highest calibre.

Environmental stewardship and sustainability are cornerstones of a Stowe education. Stowe stands in the most sublime setting of any school in the world and embodies beauty and liberty. The historical importance of Stowe should give pupils and staff a heightened awareness of their social and environmental responsibility in preserving this unique eco-system. We have developed and implemented a comprehensive Environmental Stewardship Programme which confronts a variety of challenges, including climate change and environmental sustainability.



Heathrow Airport is less than an hour away and Luton Airport 45 minutes.

The School has nearby access to main traffic routes the M1, M40 and A5.

Milton Keynes Central train station - with 30 minute trains to London - is a 20 minute drive away.

The school is just 20 minutes from Central Milton Keynes, Aylesbury, Leighton Buzzard, Buckingham and Woburn and is within easy reach of Oxford, Banbury, Luton and Northampton.



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