Job title: Registrar

Reporting to: Executive Director

Direct subordinates: Personnel at the Registrar’s office

Overall responsibility

Initiating and maintaining the permanent academic record of each student and for the registration of all students; does related work as required. Works with the management and academic staff in coordinating the time schedules for lectures including the effective and efficient assignment if classroom space; maintains accurate records of all college courses and curriculum requirements; has the responsibility for planning for and supervising all pre-registration and registration for courses, international and local placements; and promoting the ITS. Coordination of clerical employees and the registry system and process of the Institute.

Main Responsibilities

The key duties of the Registrar at the Institute of Tourism Studies in the Ministry of Tourism are:

- Responsibility for the overall running of the registrar’s office and reports directly to the Executive Director or his delegate;
- Preparing all necessary work in connections with the application process and recruitment of full-time and part-time students, for all qualifications, being home-grown (as indicated in the ITS’s prospectuses) as well as those of international awarding bodies (such as WSET, City & Guilds, etc.);
- Responsible for the registry system of the Institute.
- Responsible for the scheduling of lectures, their room allocation and student and lecturer timetables;
- Preparing the interviewing process and the Induction programme for all new students joining the ITS. This includes the coordination of activities, the identification of the speakers and interviewers involved and making all the arrangements with external organisations participating in the induction. The Head of Registrar is also to address the students as required;
- Updating of the ITS Prospectus and the ITS rules and regulations. Visiting schools in connection with career counselling and coordination/implementation of the Institute’s participation in related exhibitions;
- Organizing examinations sessions (ITS and overseas Boards) and re-sits, coordinating with team coordinates and lecturers on the preparation of question papers, collection results and compiling results;
- Responsible for the organization, coordination and implementation of the Graduation Ceremony. This includes the vetting of students’ results for eligibility of graduation as well as the organizing of the programme and the coordination with respective sponsors.
- Responsible for the issuing and distributing students’ course review questionnaires. Compiling and comparing report with previous years and circulating and discussing with respective management and academic members.
- Responsible for the management of the ITS Helpline and the replies to all queries and requests. Attending team coordination and planning meetings as directed by the Executive Director or his delegate.
- Coordinate and effectively implement all internal visits being organized to promote the Institute and carers in tourism (to include visits from local secondary schools)
- Collecting and updating ITS Data for internal and external bodies;
- Assisting the Executive Director and or his delegate(s) with replies to parliamentary questions;
- In collaboration with Head of Administration carry out research activities as specified by the Executive Director or his delegate;
- In collaboration with the Student Placements and Exchanges coordinator plan, implement and evaluate local and international student placements and exchanges, whilst increasing placement opportunities for students;
- In coordination with other management team members, assist in the planning, implementation and evaluation of the EU funded initiatives;
- Co-ordinate a clerical pool of staff according to the institute’s needs; and
- Any other duties assigned from time to time by the Executive Director or his delegate.

Other

- Managing or discharging such other responsibilities as may, from time to time, be assigned by the Executive Director or his delegate.

Coordinating with

- All members of the organisation
- External organizations and their representatives
- Main stakeholders of the Institute particularly those in the education field and in the tourism industry.

Supervision Received

- General supervision from the Executive Director or his delegate

Self- Improvement

- To develop and maintain a good understanding of tourism and hospitality
- Acting to be well informed on the European and national education framework(with particular emphasis on the Bologna process and the Copenhagen process) and tourism policies
- To undertake appropriate leadership and management training within the context of a Continuous Professional Development Programme agreed with the Executive Director.

Abnormal Working Conditions

- Ability to work under pressure
- Occasionally will be required to work on weekends due to the exigencies of the job
- Work related travel might be required from time to time

Knowledge/Skills

- Strong orientation to results with a practical sense of how to achieve them.
- Strong administrative and negotiating skills
- Ability to use and develop information systems
- Seasoned judgement and ability to make decisions
- Ability to evaluate administrative and logistical process issues and deliver innovative recommendations and effective solutions
- Ability to work reliably under pressure and prioritize competing demands
- A positive and practical attitude to change
• Excellent communication (verbal and written) and interpersonal skills
• Demonstrably sound appreciation of the application of IT systems and computing to an administration environment
• The ability to function in a diplomatic and tactful manner