Job Description

1. The Role

Job title: Student Services Officer
Contract: Full time, 2 years
Start date: 23 October 2017
Interviews: w/c 16 October 2017
Line managed by: Academic and Operations Manager
Line manager of: N/A
Salary: £16,000 pa

The purpose of role is to be responsible for student services and welfare, including dealing with enquiries, booking and invoicing students, and dealing with student queries.

2. Person specification

Qualifications
Essential:
• First degree
Desirable:
• TEFLI qualification (CELTA or Trinity CertTesol)

Skills and Experience
Essential:
• Proactive team working skills;
• Sound IT skills (Microsoft Word and Excel, Google Suite);
• Experience using social media (Facebook, Instagram, WhatsApp) for marketing purposes;
• Ability to complete tasks alone with precision, and to prioritise workloads to meet deadlines;
• Ability to provide excellent customer service and communicate clearly with students and staff;
• Willingness to learn and expand skills;
• Speaker of at least one foreign language (preferred languages: Spanish, Italian, Arabic).

Desirable:
• Knowledge of/experience working in the EFL industry
• Experience using business/school administration systems

3. Role, Duties and Responsibilities

• Act as a first point of contact for prospective and existing students, answering enquiries and dealing with queries;
• Act as Welfare Officer;
• Liaise with partners to arrange accommodation for students;
• Manage and maintain student files, ensuring that all relevant statutory documentation is contained therein and that such files are kept in excellent order to meet the demands of internal and external inspection;
• Keep the School Management System up-to-date at all times in conjunction with the Admin Manager;
• Collect fees from international students, and record the collection of such fees on the appropriate database on a daily basis;
• Calculate fee plans, and prepare quotes/invoices for students;
• Coordinate social activities;
• Keep the school’s social media platforms up-to-date;
• Perform periodic stocktake of stationary and other supplies, assuring there is always sufficient supply available;
• Answer the phone in a professional and helpful manner. Transfer calls efficiently to the appropriate recipient, and take messages as accurately as possible;
• Provide occasional cover teaching (as appropriate);
• Carry out other appropriate duties, as requested by Managers.