



English Path Head Office
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Job Description

JOB TITLE: Student Services Officer

REPORTS TO TITLE: Centre Manager – EP Leeds

BUSINESS FUNCTION/ SUB-FUNCTION: Student Services

LOCATION: Leeds, United Kingdom

ABOUT ENGLISH PATH:

English Path is a rapidly growing, global English language school and pathway provider that empowers students of all ages through language learning and cultural experiences. English Path has expanded significantly since its foundation, establishing modern campuses, and professional learning environments in the UK, Europe, North America, and the Middle East.

We provide a diverse range of courses, including General English, Academic and Exam preparation, and Professional Certificate programmes. Our curriculum is designed to not only encourage students to enhance their language skills, but also facilitates immersion into the local culture through themes which connects the classroom to social activities which take place after classes and are a key part of our offer.

We also offer additional ancillary services such as high-quality accommodation, student insurance and transfers. By joining English Path, you will be immersed in a talented, passionate, and dynamic group of professionals who are focused on one clear vision: to transform lives through education. Find out more about us here: www.englishpath.com.

MISSION:

To create the world's most accessible and innovative English language school that changes lives through education that makes a fundamental difference to living standards

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ROLE PURPOSE:

The Student Services Officer is a customer-service role that represents the first point of contact for students, staff and visitors, assisting with all aspects of administrative support for English Path. A member of the Student Services team, the Officer is available at all times for current or prospective students with general enquiries. The role will also focus on ensuring students are in accommodation that best matches their needs and nurturing strong relationships between the school and all stakeholders. Working alongside the Centre Manager for Leeds as well as other Student Services Officers at the other EP schools in the UK and Ireland and the Head of Operations. You will be responsible for seeking out areas where the school could improve on its service delivery proposition and driving and implementing change.

ROLE and RESPONSIBILITIES:

Student Satisfaction:

- Promote a customer service focused culture across the school which results in student retention.
- Remains available throughout the day for questions from students regarding their courses, accommodation, and general wellbeing.
- Helps to manage problems or complaints efficiently and effectively
- Offers responses to students in a timely manner

- Ensure student feedback is obtained in order to maintain the highest levels of student satisfaction
- Manage pre arrival and post-arrival service issues and liaise with central staff as appropriate.
- Actively assess and monitor the impact of Student Services across the school, making constant improvements based on feedback and anticipated changes in the market.

General Tasks:

- Respond to walk-in and locally received telephone enquiries in reception, enrolling them onto the CRM as necessary
- Assist other administrative colleagues in collecting student attendance data, communicating with absentees and keeping the school's system up to date with all student information.
- Ensure service level agreements are met at all times, both internally and externally
- Deal with visitors or guests as and when required as per the schools policy.
- Develop a sound working knowledge of the company database, following the policies and processes set out.
- Supports with preparing for and leading the weekly arrival induction for new students and the leaving ceremony for students departing.

Administrative Duties:

- Prepares welcome packs for new students
- Updates and maintains the school database with student details
- Checks all students have ID, visas or completed police checks in order to be compliant with UK legislation and that this is recorded accurately on the CRM
- Updates the school's CRM system with any course changes and takes payments for any extra classes or social excursions
- Maintain finance records for each student on the CRM
- Ensures that feedback is collected, recorded and followed up on in a timely manner
- Support with the management of Sponsored Students administration
- Assists the management team with administrative tasks as required

Activity Programme:

- Oversees the school's weekly activity calendar
- Designs and updates new activities and excursions for the calendar each week and maximises student involvement
- Leads the activities each week
- Works with teaching staff and interns to ensure all activities are staffed where necessary
- Create content for the school's social media accounts and blogs based on the activity programme

ESSENTIAL SKILLS AND EXPERIENCE:

Experience:

- Relevant experience within the Education sector (desirable)
- Experience working in a Customer Service role in the education or hospitality sector (essential)

Skills:

- Fluent in English (essential) and another language (desirable)
- Excellent administrative and organisational skills
- Professional telephone manner combined with a high level of spoken and written English
- Excellent communication skills

- Excellent team worker with the ability to negotiate and compromise whilst taking into account the views of others
- Accuracy, attention to detail and a methodical approach
- Ability to multi-task and deliver against a number of priorities
- Good working knowledge of Microsoft Office packages
- Ability to find and present solutions to achieve customer satisfaction
- Ability to demonstrate international and cultural sensitivities

We are looking for people with the following behaviours and attributes:

- Confident, enthusiastic, empathetic, and friendly
- Flexibility and a positive attitude
- Professional appearance
- Approachable and friendly manner
- Goes the extra mile
- Takes ownership
- Address issues positively
- Communicate proactively.
- Are active listeners
- Are respectful and value students, parents and other customers

OTHER INFORMATION:

The Student Services Officer will also be expected to demonstrate their commitment:

- To EP's values and regulations, including our safeguarding and equal opportunities policies.
- To EP's Social, Economic and Environmental responsibilities and minimise environmental impact in the performance of the role and actively contribute to the delivery of EP's Environmental Policy.
- To their Health and Safety responsibilities to ensure their contribution to a safe and secure working environment for staff, students, and other visitors to the campus.

English Path is committed to safeguarding and promoting the welfare of young people and vulnerable adults. We expect all staff and volunteers to share this commitment. We are fully committed to ensuring that consistent effective safeguarding procedures are in place to support everyone at the school. Before the interview, all gaps in CVs must be explained satisfactorily and proof of identity and, where applicable, qualifications will be required. Appropriate suitability checks will be required prior to confirmation of employment. All concerns are passed to our Designated Safeguarding Lead

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned.

ROLE DIMENSIONS

Direct Reports: Centre Manager EP Leeds

Indirect Reports: Head of Operations UK and Ireland

Travel: Yes

Budget Responsibility: No