



English Path Head Office
891 Greenford Road,
Greenford, London,
United Kingdom, UB6 0HE
info@englishpath.com
+44 20 4534 0788

JOB DESCRIPTION

JOB TITLE: Student Services and Hospitality Intern

REPORTS TO TITLE: Centre Manager

BUSINESS FUNCTION/ SUB-FUNCTION: Student Services

DURATION: 3 to 6 months

LOCATION: London Greenford, London Canary Wharf, Leeds, Manchester or Birmingham

ABOUT ENGLISH PATH:

English Path is a rapidly growing, global English language school 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 places 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 provide high-quality, motivating English courses that stimulate and challenge students so they can learn, grow, and excel.

VISION:

To change lives through education that makes a fundamental difference to living standards and access to learning.

Role Purpose:

As a Student Services and Hospitality Intern, you will play a vital role contributing to the overall satisfaction of our students. Your responsibilities will involve providing outstanding customer service, addressing inquiries, assisting with administrative tasks, and ensuring students' accommodation needs are met. This unique opportunity allows you to gain experience in the hospitality industry while actively contributing to our dedicated Student Services team, serving as a key point of contact for students, staff, and visitors.



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RESPONSIBILITIES:

Student Services:

- Welcome new students and ensure a smooth orientation experience.
- Foster a customer service-focused culture for improved student retention.
- Lead diverse social program activities to enhance student engagement.
- Address student inquiries promptly, including courses, accommodation, and well-being.
- Efficiently manage and resolve student issues and complaints.
- Collect and analyse feedback for continuous improvement and high satisfaction.
- Coordinate with EP head office on post-arrival service matters.
- Contribute to managing student accommodation and collaborate for optimal service delivery.
- Actively identify and implement opportunities for service enhancement.
- Assist with administrative tasks as required.

Customer Service and Hospitality:

- Provide excellent customer service, addressing inquiries and concerns.
- Assist in managing student accommodation arrangements.
- Collaborate with the Student Services team to ensure students' well-being.
- Efficiently handle and resolve student issues or complaints.
- Assist with administrative tasks related to hospitality services.

ELIGIBILITY:

- Open to students applying as a requirement of their college, school, or university course.

REQUIREMENTS:

- Strong communication and interpersonal skills.
- Proficiency in Microsoft Office Suite and quick adaptability to new software.
- Ability to work both independently and within a team.
- Positive attitude and adaptability in a dynamic environment.
- Customer-focused mindset with a passion for assisting others.
- Familiarity with the education industry and study abroad programs is beneficial.

Key Performance Indicators:

- Student satisfaction scores and feedback.
- Prompt and effective response to student inquiries.
- Successful resolution of student issues or complaints.
- Improvement in student retention rates.
- Positive feedback from staff and visitors about interactions.
- Contribution to the improvement of hospitality services.
- Implementation of service improvements based on feedback.



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WHAT WE OFFER:

- Full-time interns committing up to 40 hours per week will receive a stipend of £150 per week along with paid public transport expenses.
- Part-time interns will be offered a complimentary morning English course, committing up to 20 hours per week, during the afternoon/evening.

OTHER INFORMATION:

The Student Services and Hospitality Intern will also be expected to demonstrate their commitment:

- To EP's values and regulations, including equal opportunities policy.
- 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 EP's Health and Safety responsibilities to ensure their contribution to a safe and secure working environment for staff, students, and other visitors to the campus.

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.

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 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. As this post is exempt from the Rehabilitation of Offenders Act 1974, a satisfactory Disclosure and Barring Service (DBS) check will be required for the successful candidate. Further information about the DBS disclosure process can be found at <http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/> or by telephoning 0870 90 90 811