



JOB TITLE: Pathway Programme Manager – EP Online

REPORTS TO: Head of EP Online

LOCATION: Any EP Campus or Remote

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 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:

The successful development and delivery of all EP Online Pathways programmes. This role involves utilising EP's higher education resources at a group level and the English Language EAP together to create relevant and useful pathway programmes for international students who are aiming to studying undergraduate and postgraduate programmes worldwide.

Other duties will include training the EP sales team on Online Pathways programs, providing guidance to prospective international students, and supporting the Admissions team in evaluating foreign academic qualifications according to higher education standards.

The Programme Manager will also lead efforts to enhance the student experience, drive business growth, and maintain operational excellence.

ROLES AND RESPONSIBILITIES:

Partnerships and Program Management:

- Ensure the successful running of the EP Online Pathways programme.
- Lead the development and implementation of relevant projects to grow the English Path brand and market share.
- Coordinating a team of lecturers and teachers who will deliver the programmes including schedules.
- Coordinate the development and design of e-learning content for the Pathways program, ensuring it is engaging, interactive, and meets educational standards.

Academic Support:

- Academic recruitment, including onboarding by checking qualifications with our Recruitment team.



- **Schedule Management:** Assist students with building and modifying their academic schedules, ensuring they are aligned with their educational goals and requirements.
- **Academic Advising:** Provide guidance on academic programs, university/college preparation, and career planning.
- **One-on-One Support:** Offer personalized academic support through individual meetings, tutoring coordination, and collaboration with teachers to address specific student needs.
- **Teacher-Student Relationships:** Foster positive relationships between students and teachers, promoting an environment of confidence and mutual respect.

Student Support:

- **Identifying Challenges:** Recognize and address any roadblocks that may impede student success, whether academic or personal.
- **Professional Connections:** Connect students with necessary professional services, including social workers, counsellors, and other support personnel.
- **Listening and Guidance:** Provide a non-judgmental ear and offer honest, supportive guidance to help students navigate their personal and social challenges.

Sales and Training:

- Train the EP Sales team on Online Pathways programmes.
- Support the Sales and Marketing team with the development and growth of EP Online pathway programmes.

Admissions:

- Provide guidance and advice to prospective international students about studying at our partner universities.
- Support the Admissions team in evaluating foreign academic qualifications according to partner higher education standards.

Customer Service and Feedback:

- Ensure feedback is collected and aim for an average rating of 4.5 or above in all categories.
- Address areas for improvement and resolve issues impacting the welfare of students or staff members.

What We Are Looking For:

- Work Remotely or from any EP Campus
- Proven ability to work both independently and as part of a team.
- High level of proficiency in English.
- Strong communication skills, both verbal and written.
- Strong presentation skills and the ability to deliver persuasive presentations to a wide range of audiences.
- Experience in the international education or English language sector.
- Experience with cross-cultural or international business relationships.
- Ability to multi-task, prioritize, and manage time effectively.
- Understanding of cultural sensitivity, tact, and diplomacy with the ability to remain calm in difficult situations.
- Experience in collaborating with colleagues to develop and contribute to plans or strategies.
- Active pursuit and application of feedback for professional improvement.

Education:

- Degree in a relevant field (essential).

**Experience:**

- 3+ years of experience working in higher education, in any of the following relevant departments; Academics, International office, Sales and Recruitment or Admissions or Foundation Year (essential).
- Knowledge of student visa regulations (desirable).

Skills:

- Good working knowledge of Microsoft Office packages.
- Proven organizational, administrative, and interpersonal skills.
- Accuracy and attention to detail.
- Ability to work well within a team.
- Experience working with databases and CRMs.

Behaviours:

- Flexibility, empathy, and a positive attitude.

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, including a recent Police Conduct certificate.

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