

Job Description

JOB TITLE: EP Admissions Officer

REPORTS TO TITLE: Admissions Manager

BUSINESS FUNCTION/ SUB-FUNCTION: Sales, Operations and Admissions

LOCATION: Colombia

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

VISION:

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

ROLE PURPOSE:

Working with the admissions team, the Admissions Officer is responsible for end-to-end admissions across all EP schools, mainly focusing on adult partner bookings but also assisting with young learners and group bookings as needed.

ROLE and RESPONSIBILITIES:

Key Responsibilities

- Responsibility for admissions process from booking received, inputting data onto CLASS, booking accommodation, transfers and collecting visa documentation.
- Creating and editing CLASS price items, packages and general maintenance.
- Looking after Partner bookings along with other members of the admissions team for all EP schools' bookings.
- Build and maintain good working relationships with all internal and external colleagues.
- Involved in ensuring all SLA's relating from enquiry to confirmations are managed effectively.
- Run provisional booking and visa report to monitor the work progress.

- Assisting with monitoring workload and re-assigning tasks when needed.
- Assist with the provision of on-the-job training for new staff.
- Assist with escalation cases from Admissions team
- Assisting with Head of Admissions with core tasks during peak period.

Other Responsibilities

- Customer service and student support.
- Understanding customer needs and requirements.
- Preparing and filling forms and other students documents.
- Keeping up to date student and partner records.
- Liaise with academic departments and other administrative offices.
- Maintain an awareness of UK developments in English language sector.
- Liaise with colleagues in all relevant departments such as student services and admissions to ensure a seamless customer journey.
- Keep up to date with developments in the schools's course offering, fees, visa regulations, visa fees, medical or any other requirements as well as advice and guidance sought by enquirers and applicants such as the initial application cycle, processing time and clearing processes.
- Take an applicant-first approach to enquiry handling and customer services, putting the needs of the student at the heart of all our activity and ensuring a tailored approach based on the individual's requirements.
- Be available to support the school's enquiries for UK, Malta and Dubai - International applicants, dealing with telephone, email, live chat, social media and face-to-face course enquiries in a timely and professional manner to ensure the delivery of an efficient, customer-focused service for prospective students.

Other Duties

- Be a spokesperson and ambassador for EP when liaising with GBS and other GEDU employees.

What we are looking for

- Proven ability to work within a team and autonomously.
- Proficiency in English
- Strong phone presence and experience
- Excellent verbal and written communications skills
- Strong listening and presentation skills
- Ability to multi-task, prioritise, and manage time effectively
- Experience in International Education or English Language sector essential
- Experience in for-profit education industry essential
- Experience with cross-cultural or international business relationships a plus
- Able to deliver and address persuasive presentations to a wide range of audiences.
- An understanding of cultural sensitivity, tact and diplomacy with the ability to remain calm in difficult situations.
- Evidence of working collaboratively with colleagues, where shared insights, priorities and activities have been developed and contributed to a plan or strategy.
- Actively seeking and acting upon feedback to improve as a professional.

OTHER INFORMATION

The Admissions Officer will also be expected to demonstrate their commitment:

- To English Path's values and regulations, including equal opportunities policy.
- English Paths 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.

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: None

Indirect Reports: Yes

Travel: Some

Budget Responsibility: None