



Job Description

JOB TITLE: Registrar and Admin Officer

REPORTS TO TITLE: EP Centre Manager Riyadh

BUSINESS FUNCTION/ SUB-FUNCTION: Student Services & Admissions

LOCATION: Riyadh

ABOUT ENGLISH PATH:

English Path is a rapidly growing, global English, German and French 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, French and German; Academic and Exam preparation, Electives, Pathway programmes 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 connect the classroom to real-world experiences. 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:

A world in which every person can communicate using a common language, removing inequality and creating a level playing field. Courses that stimulate and challenge. Students that learn, excel, and grow.

VISION:

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.

ROLE PURPOSE:

The primary purpose of this role is to support the administrative and operational functions, ensuring a smooth and satisfying experience for all stakeholders. Key responsibilities include managing attendance data, maintaining accurate records, handling enquiries and admissions, and providing excellent customer service. The role also involves preparing necessary documentation, coordinating with various departments, and supporting the organization of weekly activities. Additionally, the position requires assisting with the admissions process and ensuring all service level agreements are met.

ROLE and RESPONSIBILITIES:

Key Responsibilities

- 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 English Path puts students' satisfaction first at all times.

- 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.
- Contribute towards student recruitment at (i.e., Walk in enquiries, meeting with partners).
- Work with the Admissions and Sales Team and to provide up to date and accurate pre-arrival and orientation/welcome information for students and partners.

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 KSA 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 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.

Admissions duties

- Responsibility for admissions process from booking receive to inputting data onto CLASS,
- Creating and editing CLASS price items, packages and general maintenance.
- 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.
- Assist with escalation cases from Admissions team
Assisting with Head of Admissions with core tasks during peak period.

Administrative Duties

- Prepares welcome packs for new students.
- Updates and maintains the school database with student details.
- Assists the management team with administrative tasks as required.
- Ensure that all students have up-to-date contact details.
- Assist in dealing with complaints and refunds in a timely manner.

Activity Programme

- Coordinate with centre manager and head of operations to ensure that there are weekly engaging activities planned.
- Ensure communication about weekly events is clear and concise.
- Attend regular social program events

Essential Skills and Experience

Experience

- Relevant experience within the Education sector (desirable)

Skills

- Fluent in English and Arabic (essential)
- 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 Registrar and Admin Officer 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.