



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 Officer

REPORTS TO TITLE: Student Services Manager

BUSINESS FUNCTION/ SUB-FUNCTION: Student Services

LOCATION: 1 Clarinda Park N, Dún Laoghaire, Dublin, A96 H5X6, Ireland

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 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. 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:

- Greets new students on their first day as part of their school orientation program.



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- 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 post-arrival service issues and liaise with staff at EP head office as appropriate.

General Administration:

- Respond to walk-in and locally received telephone enquiries in reception.
- 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 school's policy.
- Develop a sound working knowledge of the company database, following the policies and processes set out.
- Enrols walk in students for their school onto the CRM.
- Does the Monday morning induction walking tour of Dun Laoghaire.
- Support with the emergency phone on a rota basis.

Administrative Duties:

- Prepares welcome packs for new students.
- Updates and maintains the school database with student details.
- Checks all students have ID and visas.
- Updates the School's bookings system with any course changes.
- Takes payments for any extra classes or social excursions.
- Ensures the reception area is always tidy.
- Assists the management team with administrative tasks as required.
- Ensure that all students have up-to-date contact details, immigration records and a suitable visa to legally study at the school, that all student documents are scanned and uploaded, and all passport and visa information is inputted.
- Takes payments for direct bookings.

Activity Program:

- Oversees the school's weekly activity calendar.
- Designs and updates new activities and excursions for the calendar each week and maximises student involvement.
- Takes part in at least one afternoon and one evening activity 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 program.

Essential Skills and Experience:

- Relevant experience within the Education sector (desirable).



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- Experience working in a Customer Service role (essential).
- 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 equal opportunities policy.
- 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.

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.