

Job description and person specification

Job Title:	Student Services Officer
Department:	Stafford House Canterbury
Reports to:	Student Services Manager

The Company

At Stafford House School of English we have over 60 years' experience of providing international students with great English language courses. Stafford House Canterbury enjoys a reputation for good quality teaching and customer service. The school consistently performs well in external inspections. Our success is based on a commitment to our four key values. We promise to offer all our students: excellent teaching, with personal attention from our experienced teachers; premium facilities, with modern schools offering superb learning environments; flexible learning, with a range of course to suit a student's needs and wishes, and the flexibility to change from course to course, or Centre to Centre, if required; and a level of personal service that is unsurpassed in the sector.

Stafford House School of English is part of Cambridge Education Group (CEG), one of the world's leading providers of English language, pre-university academic and creative programmes. Under its other brands of CATS College, Cambridge School of Visual & Performing Arts and ONCampus, it offers one of the broadest portfolios of any single education provider at its schools, colleges and Centres across the UK, USA and mainland Europe.

CEG is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The Company also expects all staff and volunteers to share the Company's commitment to Equal Opportunities within the workplace.

Job overview

The role of Student Services Officer primarily works alongside the Accommodation Officer to ensure Stafford House students are placed into suitable accommodation and that students are happy with the arrangements provided by the school. From time to time the Student Services Officer also supports the rest of the administrative team. This 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 school programmes. As a member of the Student Services team, the Officer is available at all times for current or prospective students with general enquiries.

The following section outlines a more detailed, but not exhaustive, description of the duties pertinent to this post.

Key responsibilities

Student Satisfaction

- Greets new students on their first day as part of their school induction programme.
- Remains available throughout the day for questions from students regarding their accommodation.
- Helps to manage problems or complaints efficiently and effectively with support from the Accommodation Officer and wider team. Offers responses to students in a timely manner.
- Ensures student feedback is obtained in order to maintain the highest levels of student satisfaction.

Student Services Officer

Accommodation Placement (when acting as cover)

- Assists the Accommodation Officer with all administrative tasks in regard to homestay accommodation provision including payments, visits and record-keeping
- Matches students with appropriate homestay hosts
- Communicates clearly with Central Admissions, Agents and third party providers to ensure that an excellent level of service is provided to students at all times.
- Maintains accurate database records regarding accommodation placements and pending requests.
- In conjunction with the Accommodation Officer, working to ensure any student service issues are effectively managed to a successful resolution, providing a clear and customer-focused summary of the issue resolution to all relevant staff and if appropriate to any external parties.

General Administration

- Respond to walk-in and locally-received telephone enquiries in reception
- Assist the Student Services Manager and other administrative colleagues in collecting student attendance data, communicating with absentees and keeping the CLASS database 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 Schools policy
- Develop a sound working knowledge of the company database, following the policies and processes set out

Administrative Duties

- Prepares welcome packs for new students.
- Updates and maintains the School database with student details.
- Keeps accurate records of student attendance and communicates any absences to the academic management team in a timely manner.
- Checks all students have ID, visas or completed police checks in order to be compliant with UK legislation.
- Carries out general filing and photocopying as required for the School.
- Updates the School's bookings system with any course changes.
- Takes payments for any extra classes or social excursions.
- Maintain finance records for each student on CLASS
- Liaises with the Finance and Admissions Departments to ensure the School database is accurate where changes take place in Centre.
- Maintains an up-to-date record of IELTS and Cambridge Examination dates and helps students with completing the forms and making payments.
- Prints and issues student and staff security cards as required.
- Ensures the reception area is tidy at all times.
- Assists the management team with administrative tasks as required.

Other

Training on Stafford House language courses and services will be provided and will require regular updating. The position holder will need to be flexible and adapt to change easily as the school's business is seasonal in nature and so the duties performed could expand in line with staffing levels and within the level of responsibility appropriate for the Student Service Officer's role.

- Provides holiday and sickness cover for Student Services and Accommodation. (Training will be provided on the accommodation and social programme processes. Knowledge is required to be developed of key contacts of the School's providers in order to fulfil these roles for short periods.)
- Ensures that all Stafford House Health & Safety policies are implemented and monitored

Student Services Officer

Person Specification

	Essential	Desirable
Education		
- Educated to degree level or equivalent		X
Experience		
- Demonstrate a good customer service focus	X	
- Relevant experience within the Education sector		X
Skills		
- Excellent administrative and organisational skills	X	
- Professional telephone manner combined with a high level of spoken and written English	X	
- Excellent team worker with the ability to negotiate and compromise whilst taking into account the views of others	X	
- Accuracy, attention to detail and a methodical approach	X	
- Ability to multi-task and deliver against a number of priorities	X	
- Good working knowledge of Microsoft Office packages		X
- Effective communicator	X	
Behaviours		
- Flexibility and a positive attitude	X	
- Professional appearance	X	
- Approachable and friendly manner	X	

Customer First – It is ESSENTIAL all candidates meet the CEG Customer First CARE Principals:-

Commit

- Goes the extra mile
- Follows-up & follows through

Act

- Takes ownership
- Looks for a solution

Respond

- Addresses issues positively
- Communicates proactively

Empathise

- Is an active listener
- Is respectful and values our customers