

## Agent Support Administrator

### Job description and person specification

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| Job Title:  | Agent Support Administrator |
| Department: | Sales & Marketing           |
| Reports to: | Sales Support Manager       |
| Location:   | CEG Head Office, Cambridge  |

### The Company

Cambridge Education Group (CEG) is one of the world's leading providers of pre-university academic, creative and English language courses. We provide pre-university programmes including 'A' Level, International Baccalaureate and University Foundation, as well as English Language study, to the growing market of international students seeking to enter the world's leading universities.

The Group operates under four different brands: CATS College – high schools in Cambridge, Canterbury and London, and Boston, USA; Cambridge School of Visual & Performing Arts (CSVPA) – Art & Design, Drama and Music courses in Cambridge, UK; **ONCAMPUS** – teaching foundation courses to university degrees on campuses in the UK, USA and mainland Europe; Stafford House – year-round English Language schools in the UK, USA and Canada; and Study Holiday centres across the UK and the USA for juniors; and CEG Digital – online and blended courses delivered with high quality UK universities.

### Job overview

To deliver full operational and administrative support for the sales team – including regional sales directors, the UK-based sales team and a network of sales consultants based both in the UK and overseas. The role forms part of the Sales Support team. A main priority for this role is to maintain the Agent Database, ensure its accuracy, and support the Group in their communication with external agencies.

### Key working relationships

- Sales Support Manager
- Global Sales Support team
- Global sales, marketing and admissions teams, including all overseas offices
- Educational agents and Cambridge Education Group strategic partners
- Academic and administrative staff across all centres and colleges

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

### Key responsibilities and capabilities

To provide full operational and administrative support to the sales team, responsibilities to include:

- Responding to Agent queries within the agreed turnaround time
- Providing agents with the latest sales campaigns and developments from the Sales Team
- Maintaining the Agent Database to ensure up to date and accurate information
- Maintaining the Agent Portal
- Liaise with educational agents to ensure their contact details are correct, are formally contracted and have visibility of any commercial terms

## Agent Support Administrator

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- Ensure all agents are fully referenced and contracted in line with our Agent Management Policy.
- Ensure agent database is fully up-to-date and meets the needs of the business.
- Manage the distribution and delivery of marketing collateral to overseas events and to agents.
- Manage mail-outs of new marketing materials to agents (in liaison with the marketing team).
- Support the Sales Support Manager, Director of Sales Operations and the Group Sales & Marketing Director in all aspects of administration.
- Assisting with general copying, filing, archiving of documents as required.
- Assist the Sales team with any IT issues.
- Help to ensure regular and proactive communication with overseas offices and the network of sales consultants to ensure that the sales and marketing plan is implemented globally and that internal communication is consistently effective throughout the sales organisation.
- Other administrative duties as required to ensure efficient and effective running of the sales department.

From time to time the post-holder may be required to work beyond the working hours stated in their contract.

### Person Specification

The ideal candidate will have a strong background in supporting an international sales organisation, preferable working with sales staff across multiple overseas locations and will demonstrate the following core attributes:

- Exceptional administrative skills and attention to detail.
- Educated to A Level standard.
- Strong knowledge of the Microsoft Office software suite, including Excel and Outlook.
- Excellent interpersonal skills and experience of dealing directly with internal and external customers on the phone and in person.
- Good team player.
- Proactive approach to problem solving.
- Flexible approach to working, excellent time management.
- A friendly professional manner and appearance.
- Calm and clear-minded under pressure.

The role suits a 'natural organiser', with a positive and proactive outlook and who is prepared to work hard in a fast-moving sales environment at the centre of a growing organisation and make a significant contribution to the achievement of sales goals.