

Job Title:	STUDENT SERVICES OFFICER, CATS College London
Department:	Administration
Reports to:	Head of Pastoral Care
Location:	London

The Company

CATS College offers a range of high school programmes for students from 14 years old, including GCSE's A level and International Baccalaureate in the UK and High School Diploma in the USA. At the heart of our ethos is the recognition of the fact that everyone is different. Our personalised approach to learning ensures students achieve the best grade possible, and working in partnership, we help them prepare for and select the best degree programme at the best university to suit their personal strengths and career aspirations. CATS College is part of Cambridge Education Group, which, since 1952, has been delivering the highest quality academic, creative and English language programmes, preparing thousands of students to progress onto the world's leading universities.

Cambridge Education Group aims to be the undisputed customer service leader in the international education sector and to be recognised as such by its agents, partners and their clients, by the universities it works with and by its competitors. The objective is simple: to embed exceptionally high standards of service delivery in every single customer interaction that takes place and to ensure that the defined CARE principles are a constant focus for all, that they are clearly understood and are effectively applied across the whole organisation in all teams and at all levels of responsibility.

Job overview

The main purpose of the Student Services team is to enhance the student, parent and agent experience and ensure the College are delivering excellent standards of customer service at all times. The team is a central point of contact within the College for all students, parents and agents (our customers) as well as internal stakeholders including Sales & Marketing and Admissions. The team is also responsible for ensuring any prospective students, parents and visiting agents are given an exceptional welcome, including a tour of the College, and that their questions are answered accordingly. As the face of the College you are expected to communicate professionally, effectively and efficiently at all times within agreed turnaround times. You will contribute to the success of each student's journey throughout their time at the College by means of exemplary support and attention to individual needs. The role also has responsibility for ensuring compliance with the UKVI regulations for international students, working closely with the Compliance Officer.

Job Description

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

Key Responsibilities

Communication

- Provide an effective external and internal communication channel between students, parents and agents and the College, as well as liaison between departments.
- Act as the liaison between relevant College staff and all external clients.
- Ensure external and internal clients are provided with clear and accurate responses to their enquiries.
- Aim to ensure all issues are responded to within 24 hours with holding email if necessary and no email issue is left for longer than 48 hours with urgent issues prioritised accordingly.

New Student Recruitment

- Support the sales teams in achieving targeted new student recruitment numbers.
- Liaise with Central Admissions and Sales Support teams as well as College staff to organise all visits to the College by prospective students, parent and agents, ensuring speedy booking confirmation.
- Be the main point of contact and act as host for all pre-arranged and walk in agent, student and parent visits and provide all visitors with a welcoming reception, refreshments, comprehensive tour of the building and key information relating to the school's programmes and services.
- Pull together visitor packs for students and agents which include key information about the College.
- Ensure visit feedback is gathered and communicated to customer and central teams accordingly.
- Ensure that College staff visiting a market to meet with prospective students are provided with the marketing materials they will need to promote the College.
- Coordinate College Open Days, ensuring the college is shown to its best and prospective students are given the information they need.
- Arrange Skype interviews for prospective students, ensuring these are handled promptly and interview feedback is given in a clear and consistent format.

Customer Service & Student Experience

- Build rapport and maintain strong relationship with students and agents.
- Respond promptly to student and agent enquiries.
- Handle and resolve complaints and escalate issues to the Head of Student Services
- Demonstrate excellent knowledge of the CATS College products and services.
- Supporting the work of the College in the delivery of welfare activities, including registration, orientation, accommodation and related activities.
- To manage service issues and complaints and liaise with central staff as appropriate
 - advising relevant central and local staff of service issue pre-resolution
 - in conjunction with senior managers (normally Principal or VP), liaising with local staff to ensure issues are effectively managed to a successful resolution (e.g. service, welfare, accommodation)
 - providing a clear and customer-focused summary of the issue resolution to all relevant staff and if appropriate to any external parties (e.g. agent/parent)
- Support broader College and business-wide customer service objectives, including participation in cross-College forums.

Student Admissions

- Co-coordinating student induction and registration events, working with other team members to ensure all students are given a good start to their time in a new country at the college.
- Ensure all new and returning students have registered with the Police in accordance with the immigration rules.
- Assist student in getting settled in to the UK, including helping them to open bank accounts (issue bank letters and provide instruction).

- Conduct a data check for all arriving students to ensure we hold the correct information, updating where appropriate.
- Activate students' online accounts and provide them with log in details, resetting password when required.
- Manage post-arrival service issues and liaise with central staff as appropriate.
- Support Accommodation team with Independent Accommodation process, ensuring relevant forms are completed, saved in student file and uploaded onto the system, adding independent address to Unit-e.
- Support students to collect Biometric Residence Permits where required.
- Coordinate arrivals weekend at the College with a representative from Student Services present throughout the weekend, organise other staff, IT and Operations requirements for that weekend.

Student Retention (continuers & extenders)

- Ensure that all activities drive student retention and support progression related activities within the College.
- Manage student wobblers (students who have said they may not continue their studies with us) to ensure College successfully resolves student's issue and retains student.
- Issue offer letters for continuing students.
- Issue scholarship/bursary certificates when awarded to continuing students.
- Manage the enrolment process for continuing, extending and transferring students.
- Liaise with other CEG sites to ensure any student transfers are handled well.

UKVI & ISI Compliance and Reporting

- Supporting the Student Services Manager and in liaison with the Immigration Compliance Officer to ensure the college is compliant with the UKVI rules and regulations.
- Ensure that all students have up-to-date contact details, immigration records and a suitable visa to legally study at the college, that all student documents are scanned and uploaded and all passport and visa information is inputted into the college IT system.
- Conduct an audit and update of all student contact details once a term.
- Manage early withdrawals process, including reporting to UKVI via the SMS, gathering withdrawal reasons and evidence and uploading information.
- Report changes to student programmes of study or other relevant changes to the UKVI.
- Assist students with Tier 4 visa renewals, including the assigning of CAS documents and with travel visas such as Schengen visa for holidays.
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- Act as the central point in the college for all UKVI queries.
- Seeking and actively chasing parental permissions when required for academics/activities/welfare/accommodation.

Data Management

- Entering concise but informative Student Events on the system outlining what action we have taken so there is a clear history to refer to in the future.
- Maintain and manage the archiving of confidential student files.
- Maintain UNIT-e data for all enrolled students.
- Verify contact information when its different to the information that was provided at the admission stage
- Ensuring the timely entering of all amendments to student records on UNIT-e/Connect/Shackleton in conjunction with accommodation and curriculum staff and notifying all relevant staff members of amendments.

Administration

- Maintain a stock of key marketing materials in the College for prospective students, agents and parents.
- Arrange convalidation of end of term reports for all completing Brazilian students and ensuring convalidated reports are sent to agents.
- Maintain, and manage the archiving of student files.
- Scan and upload all passports, visas, and Police Registration certificates, letters etc. onto Magellan and save in student folder.
- Issue letters, certificates and other official correspondence to agents, students and parents including certificates of enrolment, visa invitation letters, discipline letters/student contacts and save them in appropriate file and upload them onto the college system.
- Provide ad hoc assistance to meet the needs of the College such as covering Reception on a shared rota basis

Person Specification

Education

- Educated to degree level

Experience

- Experience working in a Customer Service or Sales role is desirable

Skills

- Excellent interpersonal and communication skills
- Ability to work independently and as a team
- Excellent organisational skills and ability to manage conflicting priorities
- Ability to deal with and resolve a high volume of queries efficiently
- Strong attention to detail and high level of data accuracy
- Ability to find and present solutions to achieve customer satisfaction
- Solid IT skills and ability to navigate a student database system
- Ability to demonstrate international and cultural sensitivities
- Ability to work well under pressure
- Fluent in English (essential) and another language, especially Chinese (desirable)

Customer Care Attributes

- Customer driven
- Builds rapport quickly; friendly and professional telephone manner
- Provides solutions based on identification and understanding of customer needs
- Right first time; provides the right solution at first point of contact
- Takes ownership and accountability through to resolution.

Behaviours

- Excellent team player; contributes ideas for the success of the team
- Actively puts forward ideas and recommendations to continuously improve the customer experience or business performance
- Quick learner; quick to pick up and apply knowledge
- Resilient; can quickly bounce back from setbacks, keeps positive and maintains focus on the end goal
- Adaptable and flexible; can cope well with change

- Efficient and organised
- Trustworthy, dependable and reliable
- Passionate about education
- Willingness to work evenings and the occasional weekend during certain times of the year
- Displays a positive, can-do attitude

Customer First – It's 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