

## **Hello, we're The English Studio!**

The English Studio is a language provider passionate about delivering life changing experiences that really make a difference to our customers worldwide. We are a young, energetic, fun and fast-paced business to work for and we offer excellent opportunities to ambitious people (like us!). Diversity is at the heart of our business as we welcome students to our schools from every corner of the globe on a daily basis. We apply the same ethos to our staff – our Dublin and London based teams bring expertise from all over the world which contribute to an exciting, dynamic and forward-thinking environment. If being part of our successful team sounds like an opportunity you don't want to miss, then this role might just be for you...

## **Student Services Officer - Dublin**

We're looking for a well organised, meticulously detailed and highly communicative Student Services Officer who will complement our rapidly evolving student services team based in the Dublin school. This is a key position in the development of customer success across the student services function(s). In addition to responsibilities for the individual student journey, our Student Services Officer will also support a fast-growing group department. Handling all operational aspects of groups ensuring a seamless experience is delivered to this high value area of the business. The successful applicant will be meticulous with processes, have firm attention to detail, a pro-active approach to problem solving and the ability to work well under pressure. Serving the needs of our customers in different languages with varying degrees of proficiency in English, this will be both challenging and rewarding to the right candidate. An exciting opportunity for someone that thrives in a fast-paced environment, has an excellent customer service track record and an ambition to develop within the study travel sector.

### **Summary**

Reporting to the Head of Student Services, the Student Services Officer will have the ability to multi-task different responsibilities throughout the day, communicating with all departments within the school and underpinning the student experience. Developing the school's approach to student service, the post holder will have the ability to analyse feedback data, insight to understand customer needs and experience to implement change. Relationship management is an important attribute to possess as responsibility for high value partnerships such as group agents will also fall to the Student Services Officer.

The successful candidate will be a self-starter, quick learner and be able to work with our imbedded student management system effectively after initial training. Within our business everyone has a part to play in the successful sales performance and this role is no exception. Student Services Officer will have an extensive knowledge of the product which makes for positive conversations with students, agents and team members and the skill set to guide customers to making informed choices on their future courses, accommodation and exams options. Overall responsibility for services including those provided by third parties makes this a challenging and diverse role.

### **Key responsibilities**

- Act as first point of contact and lead all student service related aspects of the operation which include but are not limited to: student travel requests, social programme personnel, complaint handling and student feedback
- Deal with any student issues, problems, complaints to ensure optimum student satisfaction and customer care

- Ensure student feedback is completed and report any necessary changes or actions arising as a result of this feedback
- Process all required letters i.e. student visas, student holiday requests and issue student cards
- Update student details on the management system 'Schoolworks' including holiday documents and any necessary changes
- Support with the induction process and enhance arrival experience for new students
- Deliver orientation presentation to new students
- To create and deliver a monthly social programme calendar to further enhance the student experience
- Liaise with local companies and event organisers to provide entertainment, book activities and organise excursions for English Studio's social programme
- Ensure delivery of a minimum of 3 mid-week activities (guided) and 1 weekend activity (unguided)
- Ensure that risk assessments are in place for all off-site activities
- Ensure the Social Programme Calendar is promoted effectively to the student body and communicated effectively to key internal stakeholders (teachers, sales, marketing, academic, business development and management teams) and
- Ensure high standards of student welfare are maintained at all times through compliance with legal and accreditation guidelines
- To have and demonstrate an awareness of student welfare and the safeguarding of younger learners at the institution
- Support the Head of Student Services in the operational requirements of all off-season groups and YES summer groups
- Support the Head of Student Services and Compliance Officer in ensuring all child protection and welfare procedures are in place and being followed in line with accreditation guidelines
- Support the Head of Student Services and Compliance Officer with all safeguarding and welfare processes prior to arrival and whilst in-school
- Work closely with the Business Development Team to ensure correct products and services are delivered in-line with quotes and customer expectations
- Assist the Head of Student Services with student accommodation arrangements and bookings
- Work with the company ethos of sales through service delivering exceptional levels of customer care at each stage of the student journey
- To have a high level of knowledge and understanding of markets, products and services
- To communicate effectively within the organisation (across both Dublin and London schools) and with external stakeholders
- To behave in a courteous and professional manner with colleagues and clients at all times, and to respect any such relevant codes of conduct
- To be fully aware of all internal procedures with regards to quality issues and to play a meaningful role in the quality cycle

## **What we're looking for**

- Proficient English skills both spoken and written
- Outstanding communication, presentation and interpersonal skills
- Ability to work to strict deadlines delivering excellent results
- Proven track record in outstanding customer service
- Ability to be proactive and demonstrate initiative
- Hard working, well organised, enthusiastic, creative, forward thinking and fun-loving
- Flexible approach to teamwork

## **What's on offer?**

- Competitive salary
- Holiday entitlement of 20 days per year plus public holidays
- Career progression opportunities
- A fun, friendly, forward-thinking and fantastic environment to work in

If you believe yourself to be a great fit for this role then you may well be just who we've been waiting for. Please send your CV and a cover letter to [louise.guyett@englishstudio.com](mailto:louise.guyett@englishstudio.com)