



Wimbledon School of English London

Job Description

Job Holder:

Job Title: Administration Officer

Reporting To: TBC

Additional Responsibilities: N/A

Company Objectives: To provide a quality, professional service at accessible prices and to offer consistently better service provision than our main competitors & for this to be perceived by our clients and competitors.

Job holder's primary objectives:

To ensure all visitors, students and customers receive exceptional customer service

To ensure students and customers' enquiries are responded to promptly and well

To ensure all administration tasks are carried out accurately and efficiently

To ensure all internal information & publicity is accurate & up to date, whether on e-wimbledon, screens posters etc.

To ensure all noticeboards, school signs, brochure displays etc are up to date and well presented

To ensure all students are provided with good welfare support at all times.

To provide support for other departments within the school including accommodation and registration.

Responsibilities (shared with other members of the Reception team)

Reception

- General Reception duties
- Answer incoming phone calls
- Greet visitors & show round school
- Look after walk-in potential clients & encourage them to enrol
- Deal with all in-house student enquiries
- Handle a wide variety of telephone & email enquiries from existing and potential students, ETOs (school partners) and members of the public. Either deal with enquiries personally or refer to the most appropriate person
- Take & record payments from students for a range of services.

Administration

- Ensure all information documents on the online learning platform are up to date
- The production & updating of all in-house information sheets, posters etc
- Ensure all school signage is up to date
- Maintain the student feedback questionnaires spreadsheet
- Enter student registration details onto the system



Wimbledon School of English London

- Welcome students on a Monday morning
- Produce a range of letters to assist students
- Make up student cards, lanyards and enter loan cards onto the school system
- Maintain & update student records including holidays, course & date changes, visa records
- Carry out the weekly weekend new arrivals check
- Keep Reception, the libraries, all brochure displays & all general notice-boards up to date, neat and tidy, replenishing supplies of leaflets and notices
- Filing
- Any other administrative tasks required in Reception
- Any administrative support as required to support the junior summer centre

Departmental support

- Provide support for the accommodation department and the registration department at busy times of the year
- Cover all aspects of the role during staff absences

Social Programme

- Help with the administration of the social programme
- Assist with the running of the Monday afternoon New Student Parties
- Assist with any other activities as required

Student Welfare & Child Protection

Duties include the following

- Report any welfare or child safeguarding problem immediately and provide help and support where necessary to the student concerned. **Keep the Principal, Operations Director, DSL and DSP informed at all times.**
- Liaise with DSL, DSP and Director of Studies to deal with any issues/problems which arise.

Other

- Deputise for members of the administration team in their absence including activities manager.
- Share the duty phone on a rota with other staff

Other work as requested by the Groups and Activities manager, Managing Director, Operations Director & Principal.

Person specification:



Wimbledon School of English London

Customer service oriented
Team person
Organised
Self starter
Attention to detail
Excellent verbal and written communication
Quick worker
Well presented
Positive “can do” attitude to work
Motivated, cheerful, approachable and dynamic
Excellent IT skills
Understanding of excellent customer service
Happy to do menial tasks
Good communicator internally and externally

Able to do pre-arranged overtime as necessary at busy times.

FD December 2022