

QS Enrolment Solutions

Position Title	Student Enquiry Advisor
Reports To	Manager, Student Success
Location	London
Hours	Full Time – 38 hours per week

Work within a friendly, diverse, supportive team to provide excellent customer service to students from around the world. This role involves managing daily 1:1 communications with prospective students on behalf of our partner universities. The aim is to provide great customer service, answer the students’ queries with accuracy and increase applications and enrolments at the given institution.

Through this role you will learn how to use effective questioning and rapport building to market and promote the university you are representing. A crucial element of this position would be advising and supporting those making a very important life decision.

Successful candidates will be trained in the psychology of decisions making, effective writing, marketing techniques, university branding and the UK higher education market.

KEY RESPONSIBILITIES

1. Improving the enquiry experience for students with great customer service, soft sales and provision of accurate information
2. Ensuring all incoming communications are effectively managed and answered within contracted turnaround times utilising both email and phone calls to engage with prospective students
3. Utilising effective writing skills to ensure emails are written in an engaging, creative way with no grammatical errors
4. Using a personalised approach to build rapport and represent the partner institution positively
5. Ensuring quality standards are met and whenever possible exceeded
6. Collect intelligence from students to report back to partner institutions
7. Contributing to the continuous improvement of business practices and student experiences

ESSENTIAL SKILLS & EXPERIENCE

1. A high level of initiative
2. An excellent standard of spoken and written English
3. Ability to engage and communicate effectively with a diverse range of people
4. Strong customer relationship skills
5. Ability to perform well under pressure and multi-task
6. A drive to hit KPI targets
7. An intermediate knowledge of Excel, Word and PowerPoint

PERSONAL ATTRIBUTES

1. Conducts self with high level of integrity, sincerity, and honesty
2. Treats all people with fairness and respect, demonstrated by actions and conversations
3. Plans, organises and prioritises work assignments to ensure deadlines are met
4. Shows thoughtful, intelligent problem-solving skills; seeks input from multiple sources
5. Communicates thoughts and information in a logical, organised and effective manner
6. Collaborates effectively across all functions and divisions
7. Exemplifies loyalty and support to co-workers when help is needed
8. Reflects a positive demeanour and approach to responsibilities
9. Shows persistence in achieving goals; overcomes challenges

DESIRABLE

1. Knowledge of international education market and process / procedures
2. Experience of using a CRM
3. Undergraduate degree or similar
4. The ability to speak a second language

Interested? Please apply [here](#).