



ADMINISTRATION ASSISTANT (RECEPTION), Brighton, Job Description

Reporting to: CEO
Hours per week: Full time (37.5 hours) per week, Monday to Friday between the hours of 08:00 and 17:30. In addition, occasional weekend duty for additional remuneration.
Last review: March 2022

Job Description

Responsible to the CEO for all duties, the Administration Assistant will be primarily responsible for all aspects of front of house, student passport/visa data, marketing support

1. Front of house
 - greeting visitors, answering the telephone, dealing with student enquiries
 - taking payments for social activities, bus passes and book shop
 - cashing up at end of day
 - dealing with post
 - opening/locking up the school at the start/end of the day
 - book rooms for outside societies and liaise with accounts team for invoicing
2. Student administration and record-keeping
 - producing student cards for new students
 - copying visas/passports and entering the data on Class
 - entering New Student information data on Class
2. Individual & Group student registration
As required at busy times or to cover sickness/holiday
 - entering individual student bookings onto Class and sending out all corresponding documentation (eg booking confirmation letter, visa letter, proforma invoices, parental consent forms as necessary)
 - entering group bookings on Class
 - confirming hotel bookings (to hotel and client)
 - maintaining student files and records
3. Sales/Marketing support
 - dealing with student/ETO enquiries (face to face with walk ins, phone, email, LiveChat, skype)
 - showing prospective students/ETOs around the school
 - producing statistics to support travelling marketing staff
 - sending promotional materials to students and ETOS using inline marketing and/or post
 - helping maintain the ETO database on Class (adding new ETOS and contacts, updating details), send initial ETO questionnaire
4. Other duties
 - cover for other admin staff particularly Group & Marketing and Enrolment & Marketing Officers
 - on call duty weekends as part of duty rota (for extra remuneration)
 - any other duties as required by the CEO



Personal Qualities/Skills

	Essential	Desirable
Excellent customer service skills	X	
Excellent organisational skills	X	
Proven written and oral communication skills	X	
Ability to work independently and as part of a team	x	
Ability to organise personal work priorities	X	
Accurate and efficient data entry	X	
Knowledge of basic Microsoft packages (Word, Excel)	X	
Flexibility in working hours	X	
Experience of effective communication with overseas customers		X
Experience in making travel and accommodation arrangements		X
Proficient in managing international business correspondence		X
Experience of Class by Infospeed		X
Awareness of a variety of cultural backgrounds		X

Under 18's and Vulnerable Adults

Appointments are subject to the current legislation covering vetting arrangements for adults. You are required to comply with the company's relevant procedure.

Company policies can be found here: <https://www.elc-schools.com/policies>

ELC Ethos

Our aim is to provide excellent teaching and services in a caring and friendly environment so that every student can derive the maximum benefit from their stay. For more information about ELC, the charity, mission, goals and values see www.elc-schools.com/about/elc-mission

PH 31 March 2022