



Job Description & Specification – Bloomsbury International	
Job title:	Student Services Manager / Welfare Officer
Reports to:	Managing Director
Job Purpose	To deliver an outstanding school experience through the effective planning, development and co-ordination of the registrar team and all student support services.

Specification – Criteria	Essential	Desirable
Degree	Yes	
2 years+ administration experience	Yes	
Experience in providing a customer service	Yes	
English level CEFR C2	Yes	
Highly effective communicative skills	Yes	
Excellent IT skills (EXCEL/Microsoft/Office etc.)	Yes	
Excellent ability to organise and manage own work productively	Yes	
Excellent administrative and record keeping skills	Yes	
Excellent ability to work in a demanding environment	Yes	
Proven ability to multitask	Yes	
Knowledge of CLASS database		Yes

Job Description – Key areas of responsibility
The Student Services & Welfare Manager takes overall responsibility for the smooth running of the Student Services department.
Responsible for managing a small team of registrars, the training and professional development of the team and the welfare and safeguarding of all students.
Working closely with the Academic team to support them in areas such as; during enrolment, induction and graduation.
To be proactive in dealing with enquiries and complaints and to offer workable solutions (non-academic) and checking reasons and calculations for refunds.
Safeguarding and welfare; recognising the importance of all students’ wellbeing, running a weekly welfare meeting, helping students with personal problems, offering advice, following up on low attendance and issuing warnings.
To maintain and streamline current, and implement new systems and procedures to improve the day to day and overall operations of the school.
To work alongside and support all departments (including management) attend meetings, to ensure smooth lines of communication, to help complete inspection documentation, and to develop school policies and procedures (e.g. handbooks, terms and conditions, marketing materials).
To liaise with all departments within the School so as to ensure effective organisation and quality control of the implemented policies and procedures and full compliance with the School’s accrediting bodies and affiliates.
To liaise with contracted and prospective service providers to constantly improve services.
To monitor and act upon student feedback (non-academic)
To respond to email and telephone enquiries, maintaining up to date records on the CLASS database; including group and agent bookings administration.
To maintain records of all non-academic communications and activities (with staff, students and clients) and to make these available to relevant members of staff.
To monitor facilities; checking, fixing and reporting any damages.
To update school signs, handouts and documents ensuring students are aware of services offered.
To work with the Social Programme organiser to help organise activities and coordinate staff.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the on-going needs of the organization.