

## **Accommodation and Enrolment Officer**

### **Job Summary**

Manchester Central School of English opened in 2005 in Manchester City Centre. MCSE is accredited by the British Council and are members of English UK. We provide English Language courses to Adults and Young Learners year-round.

The Accommodation and Admissions Officer will report to the Operations manager and be a valued member of the school's Administration Team. MCSE is looking for an Accommodation and Admissions Officer who is professional and efficient with their work and who is able to offer constant support to our students. The successful candidate will be able to multitask, prioritise, be initiative and manage their workload. Excellent communication and organisational skills are essential.

### **Key Responsibilities in the Accommodation role**

Review new host family applications and carry out homestay inspections. Allocate students to host families and student residence accommodation and make bookings on behalf of MCSE.

Ensure Host family compliance with the terms and conditions of the Host Family agreement.

Keep accurate records of all accommodation bookings

Advise relevant colleagues and MCSE Management on availability of accommodation in a timely manner to ensure voids are minimised but also to ensure there is sufficient availability.

Monitor student satisfaction and communicate with providers to ensure an excellent level of service is provided at all times.

Deal with payments and invoices.

Build strong relationships and communicate with relevant colleagues on a regular basis to understand the needs of each part of the business in terms of accommodation requirements now and in the future.

Communicate with colleagues on a regular basis regarding student requirements, paying particular attention to any welfare issues and ensuring that information is passed to the relevant person as a priority.

Oversee the residence allocation to ensure that voids are minimised and that enough rooms are available throughout the year to maintain the bookings pipeline.

Place students in residences, homestays or independent living facilities as per their requirements.

Oversee the booking of all airport transfers for arriving and departing students using our third party providers.

Be available throughout the day for questions from students regarding their residence and homestay accommodation

Manage problems or complaints efficiently and effectively, managing expectations where necessary.

### **Key Responsibilities in the Admissions role**

Process Enrolments from Educational Agents worldwide.

Record student information in our database.

Maintain proactively an accurate and efficient information flow between MCSE Sales Staff, Agents and School's management.

Provide both administrative and sales support to the Agent Sales department and the agents themselves throughout the sales process.

Interact with the schools to ensure that complaints are dealt with efficiently and sensitively, pursuing a positive outcome at all times.

Assist with proof reading and translating when necessary.

Work with key team members in a cross-departmental team (e.g. Sales).

Emergency phone rota participation– ensuring that there is 24 hour cover on the emergency phone and that all staff holding the phone know what to do in the case of an emergency call relating to accommodation and transfers

### **Front Desk**

The Accommodation and Admissions Officer will work primarily from the Front Desk in the reception area. The successful candidate will need to have excellent customer service skills.

### **Welfare**

A duty of care to students under the age of 18 and an ongoing commitment to developing knowledge of safeguarding regulations for children and young people in accommodation.

### **Celta Administrator**

When needed will be the school's CELTA administrator.

Answer queries relating to the CELTA course by email or telephone.

### **Person Specification**

- Minimum one year of administration and customer service experience
- Be prepared to have an enhanced DBS check
- Excellent administrative and organisational skills
- Ability to multitask and deliver against a number of priorities
- Professional telephone manner combined with a high level of spoken and written English
- Excellent team worker with the ability to negotiate and compromise whilst taking into account the views of others
- A keen eye for detail and a methodical and diligent approach to ensure quality and accurate results to any given task
- Excellent customer service orientation
- Computer literate (Word, Excel, Outlook)
- Able to adapt quickly to change
- Effective communicator

- Enthusiasm
- Professional appearance
- Flexible approach to working hours

**Required Education**

- Secondary Education

**Job Type:** Full-time

Safer Recruitment MCSE is an equal opportunities employer and values diversity. MCSE is committed to safeguarding and promoting the welfare of all learners and expects all staff to share this commitment. The successful applicant will be required to undertake appropriate recruitment and safeguarding checks as well as providing proof of the right to work in the UK. If you are interested in joining the MCSE team, please upload your CV.

Job Type: Full-time

Salary: £17,000.00 /year