



# International Operations Administrator

**Reports To:** International Operations Officer

**Location:** Manchester Universal Square

## **Primary Objective:**

- Support the international team in KF and KPub with administrative tasks when required to ensure a smooth student and client experience.

## **Responsibilities:**

- Assist with account management of new clients prior to transfer to client services team
- Dealing with international student and client queries
- Overseeing international student body including attendance monitoring, progress test results review and reporting
- Organising hosting for demo sessions for potential new overseas clients
- Help to ensure the Malaysia (and other international) websites are up to date and fit for purpose
- Support the development and improvement of the student journey by reporting back on any issues or trends developing
- Complete accurately and on a timely basis activities such as processing enrolments, raising PO's and resolution of client queries.
- Liaising with the KPub customer service team to organise material for international clients and customers.
- Action any ad hoc requests that are required

The post holder will, in addition, carry out any other duties as are within the scope, spirit and purpose of the job as requested by the management team. As business requirements change, the job description will evolve.



## **Person Specification**

The key skills and aptitudes required of the post holder are:

### **Technical skills/Knowledge**

- Webex or other similar platform on which Live Online is delivered
- Company IT systems such as Navision
- Good knowledge of Google applications especially Drive, Docs and Sheets.

### **People Management and working with others**

- Demonstrates an ability to build and maintain effective working relationships.
- Works with others to achieve team targets and objectives.
- Personable and able to build rapport easily with students

### **Customer Focus**

- Identifying, understanding and giving priority to meeting the needs of the customer and potential customers.
- Driven to provide excellence in service
- Demonstrates commitment to achieving objectives

### **Product Knowledge & Promotion**

- Awareness of the service and products offered by the wider business
- Utilisation of this knowledge to achieve additional sales.

### **Communication**

- Communicates written and oral information clearly and effectively
- Possesses confident, friendly, approachable manner

### **Planning & Organisation**

- Demonstrates an ability to be well organised, efficient and self-disciplined.
- Plans and schedules a variety of tasks in advance
- Manages priorities as appropriate
- Good attention to detail



## **Results Orientation**

- Demonstrates a commitment and enthusiasm to achieve goals and targets and deliver a high quality of work.

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