



Student Experience Officer (Front Desk)

Location:	London
Reports To:	Student Experience Manager (Front Desk)
Direct Reports:	None
Key Stakeholders:	Students, Clients, Visitors, Student Services, Client Services and Resource Management

Primary Objectives:

- Provide all students and visitors with an outstanding experience in Kaplan training locations
- Ensure all administrative tasks within the remit of Student Experience are completed efficiently, in a timely manner and to a high standard
- Ensure the training location is ready for our students during operating hours

Responsibilities:

Student & Visitor experience

- Provide a welcoming presence at our front desk, welcoming and meeting our students and clients and creating a positive first impression
- Maintain up to date knowledge of all Kaplan products, qualifications and student policies
- Provide accurate and up to date information to students and clients who are considering choosing Kaplan as their tuition provider
- Resolve student and client queries, liaising with other Kaplan functions as needed
- Maintain the integrity and security of our access control system, ensuring that all visitors can be accounted for
- Maintain an effective working relationship and communication with the building security and management teams to provide a quality experience for students

Course operations

- Generate class lists, course assessments and other course associated documents in accordance with daily class schedules
- Collate and scan exam scripts for distribution to markers
- Enter information onto our student management system, including absences, material collection and updates to student personal details
- Maintain the room allocation board ensuring that it is kept up to date
- Support the other functions as required with administrative tasks as directed by the Student Experience Managers
- Assist with adhoc photocopying requests as required

Centre operations



- Ensure that the student environment, including all break-out areas, CBE rooms and classrooms, and also the shared office space are presentable
- Report and follow up on any building related issues such as faulty equipment, lighting, cleanliness etc
- Accept deliveries and ensure materials are stored in appropriate locations
- Act as a local health and safety representative, including induction and training for new team members
- Assist with organising any catering services as 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 their line management or senior manager. As business requirements change, the job description will evolve.

Person Specification:

- Excellent communication skills particularly face-to-face communication
- Experience of working within a customer focused environment
- Service driven and focused
- Proactive, personable and a desire to make a difference
- Ability to work independently and as part of a wider team
- Experience in solving challenges at short notice
- Team player
- Willing be flexible and work within the business required hours

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