



## **Student Service Advisor**

Location:	Manchester, Universal Square
Grade:	K2
Reports to:	Student Service Manager
Key stakeholders:	Client Service, Student Experience, Apprenticeship Operations

### **Who we are & what we stand for**

We are a leading provider of apprenticeships, of accountancy / tax / finance & banking courses, and of professional assessments. At Kaplan, we're all working together to make this organisation diverse, innovative and efficient. And to become highly respected for supporting learners to build or assess their professional competence through apprenticeships and qualifications.

We are part of the Kaplan group, one of the world's largest and most diverse education and assessment providers. We operate in over 30 countries and maintain relationships and partnerships with more than 1,000 school districts, colleges and universities, professional bodies and over 10,000 businesses. Our vast breadth and scope in terms of both capabilities and assets sets us apart.

We work hard to make this a great place to work where everyone can succeed. Sex, race, disability, age, sexual orientation, gender identity, religion or other belief, marital status, pregnancy or parenthood - none of these should be a barrier to anybody's success at Kaplan. If you require any adjustments, or additional support within the recruitment process, please contact us directly and we'll do our best to help.

To view our candidate privacy notice [click here](#).

### **How you'll help us succeed**

As the voice of Kaplan, you will be part of a team who build and maintain strong relationships with clients, offering support and guidance throughout their students' journeys.

#### Service Delivery

- Manage all inbound queries from existing and prospective students via telephone, live chat, email and social media, maintaining and improving student satisfaction.
- Enrol students on Kaplan's various courses/exams where required.
- Assist students with any online portal (MyKaplan), mobile app and client reporting queries adhering to strict SLA's and escalating to 2nd line where necessary
- Management of Kaplan FAQ's on the website, update accordingly and reacting to students feedback
- Manage student complaints accordingly and in a timely manner, escalating where needed and following Kaplan complaint procedure



- Complete administrative duties: processing payment plans, support with outbound calls where required

#### Revenue Generation

- Identify opportunities to generate revenue by upselling and cross-selling Kaplan products
- Identify prospective students and log onto the data capture system, enrolling where possible
- Identify potential new clients from inbound enquiries and forward leads to Client Services

#### Continuous Improvement

- Support the development and improvement of the student journey by reporting back on any issues or trends.

You'll also carry out other duties, within the broad scope and spirit of your role, as requested by your manager. Our business is continuously evolving, so your job description will evolve too.

#### **Safeguarding children and young people**

Kaplan is committed to safeguarding and promoting the welfare of children and young people and expects all employees to share this commitment. Recruitment checks are undertaken in accordance with our background checking policy and successful applicants will be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS) or satisfactory PVG scheme membership to confirm your suitability to work with children and young people. Our Suitability of Ex-offenders Policy is available to potential applicants upon request.

#### **What you might be doing now**

Your current role, or recent roles, may be:

- Student Experience officer
- Logistics Officer
- Working in a call centre environment

#### **What you'll bring**

- Excellent communication skills – both written and verbal
- Experience of working within a customer focused environment (preference would be from a call centre environment)
- Target driven and focused
- Personable and able to build rapport easily with students
- Ability to manage a significant workload



- Driven to provide excellence in service
- Proactive and a desire to make a difference
- Team player
- Willing to work within the business required hours

**What you can expect**

A competitive salary & clear pay structures, progression paths, and a comprehensive benefits package. You'll be joining a great place, driven by a shared purpose, where everyone can succeed and build a brighter future together.

**How you can progress**

From this role, your potential routes for progression include:

- Senior Student Services Advisor
- Lead Student Services Advisor