
Customer Relationship Manager OHC English

16th August 2022

Customer Relationship Manager

Location: London, Office Based (24 Great Chapel St. Soho)

Closing Date: Friday 2nd September 2022

Salary: Negotiable on experience

Holmes Education Group is looking for a dynamic Customer Relationship Manager to manage our global enquiries for OHC English.

Working alongside a team of student support officers based in our fourteen colleges throughout the world, you will be tasked with ensuring our customers (prospective and existing) are responded to quickly and professionally. In this newly created role, you will have scope to implement changes to existing processes to ensure that the journey our students and agent partners go through is seamless.

This is very much a hands-on role. You will be involved with agents and students on a daily basis, working alongside staff based overseas as well as our senior teams based in Europe, North America and Australia. You should have a minimum of two years' experience of sales, admissions, student recruitment or marketing in an education setting – this role would particularly suit someone at the start of their career in student recruitment.

Key Duties and Responsibilities

Customer-facing

- Ensure that queries from our customers (students or agents) are responded to efficiently and in a friendly manner.
- Assist in providing quotes for those wishing to enrol in one of our colleges.
- Where appropriate, process applications and improve conversion from application to enrolment.

Internal

- Liaison with student support officers and/or centre managers in our colleges to ensure that information provided to customers is accurate and easily understood.
- Providing weekly reports on bookings and enrolments.

Finance

- Assisting in receipting payments from our customers
- Ensuring that refund requests are processed and managed smoothly.

Skills and Attributes

Holmes Education Group
24 Great Chapel Street
London
W1F 8FS

- **A Natural Salesperson:** You will be selling regularly, and must love chasing down ambitious sales targets.
- **Organised and Meticulous:** You will need to use the technology available to stay on top of the customer pipeline.
- **Leadership Skills:** The ongoing motivation and development of the team is a key aspect of this role – you will be the sales champion for our Dublin activity.
- **Industry Knowledge:** You should possess knowledge of the Higher Education or English Language market in Ireland, particularly in relation to Irish and EU student recruitment.
- **Service Oriented:** You respond quickly and accurately to a range of enquiries from colleagues and customers alike.
- **Digital Skills:** You will have a broad understanding of the social media platforms used by our target audience, and will be able to advise on the best way to utilise these channels to engage current and future students.

The role is based full-time in our London office. Home/remote working is not available with this position, and there will be an expectation of some overseas travel.

About Holmes

OHC English is part of Holmes Education Group (HEG), an internationally recognised privately-owned multi-sector provider of education. HEG has had the same corporate directors since it commenced operations in 1986. We have teaching operations in Australia, the UK, Ireland, the USA, and Canada, but we also maintain permanent staff and offices in over a dozen other countries. As a multi-national provider of education, we hold accreditation with the Tertiary Education Quality and Standards Agency (TEQSA) in Australia, Quality and Qualifications Ireland (QQI), ACCET in the USA, the British Council in the UK and Ontario Ministry of Colleges and Universities in Canada. Each year we welcome over 15,000 students from around the world to our twenty unique campuses.

Further Information and How to Apply

For an informal conversation about the role, please contact:

Georgina Collier g.collier@holmeseducation.group

To apply, please submit a covering letter and CV (including details of your current salary) to the above email address. Applications should be received by Friday 2nd September 2022.

Holmes Education Group
24 Great Chapel Street
London
W1F 8FS