



Student Recruitment Office - partnership lead

JOB DESCRIPTION

Job Title: Student Recruitment Office - partnership lead

Location: Cambridge

Salary: £19,000 to £21,000 per annum

Job Type: Permanent - Full time 36 hours Monday to Fridays

Immediate start

Role Summary

This post will carry out activities to support the growth of student enrolments through direct student engagement as well as taking the lead on developing our UK and international partnerships. The role will manage the pre-enrolment advice, guidance and associated admin to potential students about NEC's distance learning courses, learning resources and other services. The post includes leading the development of NEC's partnership network by carrying out all stages of the sales cycle.

Job Responsibilities

Student Recruitment:

- Respond to all first line enquiries by telephone, email and letter and prioritise communications accordingly
- Record and follow up enquiries made about NEC courses
- Identify and understand customers needs and advise accordingly
- Maintain up to date knowledge of all courses offered by NEC and the associated specification details (for example exam and certification requirements)
- Maintain knowledge of the market sectors in which NEC operates, be aware of NEC's competitors and contribute to keeping up-to-date records of these
- Keep accurate records about discussions with potential students and sponsors of students
- Process enrolments and sales orders and other admin to support these tasks
- Contribute and maintain the procedures for enrolments and other pre-enrolment processes and suggest improvements
- Co-ordinate the reporting on enrolment and enquiry data as required
- Ensure FAQ's, email and letter templates used are up-to-date

Partnership lead:

- Create a systematic, process-driven approach to partner relationship management
- Identify and source partnership opportunities through inbound lead follow-up and

outbound cold calls, emails and client visits where required

- Research partners, markets and identify opportunities
- Collaborate with senior management and colleagues to align our internal processes with new and existing partner relationships
- Negotiate and finalise agreement in accordance with company's contract guidelines and policies
- Deliver a professional experience to our partners when working with our organisation - you will represent our organisation and be our partners' liaison internally
- Support the forecasting and measurement of initiatives by developing a suite of KPIs with the Sales and Marketing manager
- Keep a great ongoing relationships with current partners and offer new ways to grow the partnership

Knowledge/Experience required

- Excellent communication and presentation skills - both written and verbal
- Spotting sales opportunities and closing a sale
- Attention to detail
- Good time management
- Experience of working in a customer service and/or administration role is essential
- Previous experience of working within a sales environment
- Experience in using a CRM system
- Proactive approach and also a team player.
- High level of digital literacy
- Good analytical skills - able to understand and present data.
- Excellent relationship building skills
- IT literate and willing to learn new systems.

Benefits

23 days annual holiday plus bank holidays (with additional 4 days during Xmas shutdown); healthcare; pension; group life scheme; employee discount on NEC courses and other training and development opportunities.

Working arrangements

Both office and remote working required

Salary: £19,000 to £21,000 per annum (depending on experience)

Closing date 20-10-22

Application

Please provide CV and cover letter setting out:

- What appeals to you about the role?
- The fundamental skills and experience you would be able to bring to the role?
- Current salary?
- Notice period (if relevant)?
- If you live outside of Cambridge, would travel be an issue (where applicable)?