



## JOB DESCRIPTION

### Course Adviser (Student Adviser)

Location: Cambridge-Hybrid or Remote working

Job Type: Permanent Full-time or Part-time

The National Extension College is an educational charity based in Cambridge. We're looking for a Course Adviser to join our team supporting course enrolments and providing expert advice to students and parents enquiring about the college. You'll need to be an excellent communicator, a team player and willing to pick up skills and knowledge quickly. No previous experience needed as full training will be provided, but may suit someone with previous retail or customer service experience. The successful candidate will join a small friendly team of dedicated Course Advisers.

#### Role Summary

Have you gained customer service experience through retail, call centre or service industry roles? Are you looking to have the opportunity to work flexibly with a well established charity?

The National Extension College (NEC) is recruiting for a Course Adviser responsible for enrolling and advising students and parents who have applied or enquired about a programme of study with the college. Training will be provided but good communication skills are a benefit.

#### Key Responsibilities

- Respond to all first line enquiries by telephone, email, and live chat
- Follow up enquiries made about NEC courses by telephone and email
- Record all enquiries accurately using the CRM system
- 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
- Keep and report on enrolment and enquiry data as requested
- Other duties as required.

#### Skills and Competencies

- Excellent communication skills - both written and verbal
- Excellent administration skills and attention to detail
- Time management
- Customer focussed
- Excellent administration skills
- Good IT skills

#### Application

To apply, please email [helen.smith@nec.ac.uk](mailto:helen.smith@nec.ac.uk) a CV together with a 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)?
- This role can be fully remote or hybrid working however, if you live outside Cambridge and are required to attend the office occasionally, i.e. training, would this be an issue?