



**Oxford
Scholastica**
ACADEMY

SALES & CUSTOMER SERVICE EXECUTIVE

Job Description



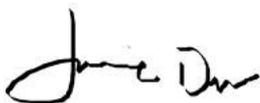
HELLO!

Thank you for your interest in applying for the role of Sales & Customer Service Executive at Oxford Scholastica.

Oxford Scholastica is passionate about changing young people's futures, and in doing so to change the world. Our residential and online programmes give students the edge to enable them to succeed, have purpose and make a difference. Over the past 8 years, over 3,000 students have experienced our courses. We are ambitious about growing our impact, and are looking for a Sales & Customer Service Executive to join our thriving team.

If this sounds like something you are passionate about too, we'd welcome an application from you. Read on further for more information, or please feel free to contact us if you have any questions.

Best wishes,



Jamie and Sophie Dear (Founders)

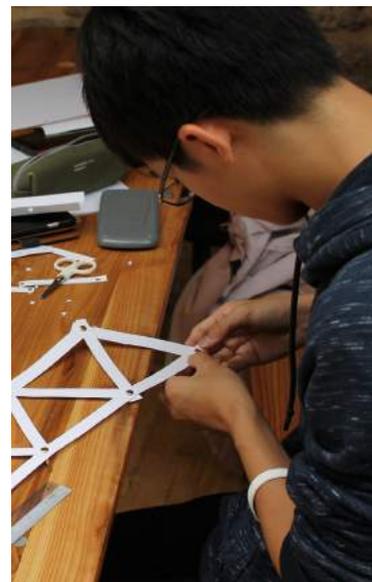
JOB DESCRIPTION

The Role

The Sales & Customer Service Executive will support the team in ensuring that students and parents have a positive experience with us. The position is a client-facing role, responsible for helping to answer enquiries and building relationships with clients.

The successful candidate will engage with clients and potential clients over the phone and by email, responding accurately and in a timely manner to enquiries. You will help to ensure that the parent experience is smooth and positive all the way through the process, from their first enquiry to the end of the student's programme(s) with us.

By converting leads into clients, and clients into evangelists, you'll play a pivotal role in helping to propel the organisation to the next stage of growth. You'll be joining at a really exciting time, with new and innovative projects launching (e.g. <https://www.oxfordscholastica.com/oxbright/>) and you'll be part of a small, ambitious, supportive team who move fast and love achieving great things for our students.



PERSON SPECIFICATION

The successful candidate will be an excellent communicator, able to clearly and concisely articulate what it is that makes us different.

You'll take a relationships-based approach to sales, listening actively and carefully to parents, establishing rapport, understanding what their needs, questions and concerns are, and addressing them. We have a different approach to sales compared to other organisations, putting parent and student needs at the heart of things rather than, for example, cold calling!

You will have meticulous attention to detail, be self-motivated and conscientious, and be keen to take feedback, learn and develop.

You'll be excited by our mission - helping students to succeed, find their purpose and make a difference in the world - and you'll be motivated by the idea of supporting parents and students.

The role would suit an early-career professional with an interest in customer service, communications, and education. As part of a growing team, there are lots of opportunities for development and progression, and we're looking for someone who is excited to learn, take responsibility and grow in the role.



EXPERIENCE

Essential:

- Experience of a customer-facing role

Desirable:

- Experience of managing people
- Experience of working with children

PERSON SPECIFICATION

QUALIFICATIONS

Essential:

- Educated to degree level or equivalent
- First aid qualification (we will provide training)
- Child protection training (we will provide training)

SKILLS

Essential:

- Excellent administrative skills, with strong attention to detail and the ability to prioritise tasks quickly and effectively
- Excellent communication skills (including writing skills)
- Confidence and good presentation skills, being happy to talk to clients over the phone
- Knowledge of how to use social media (blogs, Facebook, Twitter, Instagram) or making short films
- Knowledge of Word, Excel and email

DISPOSITION

Essential:

- Very organised, dedicated, responsible, able to prioritise own work and have a professional attitude
- Self-motivated and able to take further responsibility where appropriate
- Approachable, responsive and helpful manner
- Keen to support young people with a caring personality
- Of friendly nature, with a sense of humour!
- Able to portray a positive image as the public face of OSA to students and parents
- Able to work under pressure
- Lively and outgoing
- Flexible and capable of using initiative, tact and discretion
- Able to work well under leadership and in a team
- Very reliable and conscientious
- Creative, with the willingness to think outside the box, implement new ideas and deal with difficult situations when they arise

OUR MISSION

To give our students the edge to enable them to succeed, have purpose and make a difference.

We do this by running summer programmes which inspire students to have:

- Greater awareness of the range of future academic & career possibilities
- Greater certainty over the future direction they want to pursue



OUR LEARNING PHILOSOPHY

All our teaching curricula are grounded in our learning philosophy, in which students:

LEARN | SEE | DO



OUR VALUES

Oxford Scholastica, our staff, tutors and everything we do is:

INSPIRATIONAL | CARING | RELIABLE



91%

had one of the most memorable summers of their life

95%

of students agreed that OSA met or exceeded their expectations

98%

of students rated the teaching received as good or excellent

98%

of reviewers would recommend us to a friend

93%

of students said OSA introduced them to new things and broadened their horizons in 2021

OUR IMPACT

NEXT STEPS

If you have any questions, please contact
Lavinia at info@oxfordscholastica.com

Many thanks for reading,

The Oxford Scholastica Academy Team