



Oxford
Scholastica
ACADEMY

CUSTOMER SERVICE EXECUTIVE

Job Description





HELLO!

Are you looking to make an impact and stretch your skills this year? If so, read on, because the Oxford Scholastica Academy is not just any old summer school.

We're an education venture on a mission: to give students the edge to help them succeed, find their purpose and make a difference in the world.

We're striving for a world in which young people go on to do things which maximise their potential, are socially impactful and make them happy.

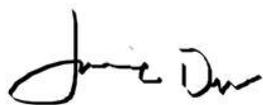
We help to do this by running summer programmes for bright 12-18 year olds from around the world, giving them greater awareness of the range of academic and career possibilities that exist, and greater certainty over the future direction they wish to pursue. We run summer courses in Oxford and online, as well as online Internships, Conferences and our ongoing mentorship programme, OxBright Scholars, throughout the year.

On our programmes, we aim to transform our students' ambitions and their thinking in just a few weeks. For our students Oxford Scholastica is not just a summer programme; it's the most memorable summer of their lives.

(It's also one of the most impactful summers for our staff. Team members regularly return to OSA each summer, and many continue with us - we currently have representatives from summers 2015, 2016 and 2019 on the year-round 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 Dear, Sophie Dear and Lavinia Abell
Co-Directors

Our Worldview

What a time to be alive.

Never before have there been so many possibilities in a young person's life. Technological, medical, financial, social and political advances have transformed what a student can do and achieve.

However, teenagers experience an education system built for a previous century, and a society in which success is defined in narrow and short-term ways.

They live on a planet which is being destroyed rather than stewarded and inhabit a culture which increasingly values division over community.

Whilst technology has brought great benefits, they experience the dark side of social media communication and "comparison culture", which has contributed to a mental health epidemic amongst young people.

Many students feel current pressure to achieve, to be perfect, to get into competitive universities, but there is also future pressure – our students experience greater uncertainty about their future than their parents' generation.

Oxford Scholastica gives students the tools, knowledge and confidence to thrive in this ever-changing, uncertain environment.

We exist to help young people make the most of the positive changes in the world, rather than feeling constrained by them.

We believe:

Active thinking is more valuable than passive thinking

We believe we should all have a bias towards agency of thought and action. This mindset opens up the potential for great possibilities and greater fulfilment, unencumbered by the expectations of others.

Collaboration for the good of the community is more valuable than independent progress

We believe a greater purpose exists than purely fulfilling our own needs. We believe agency should be channelled in a positive way for the benefit of others and we believe that, by coming together as a community, more things become possible.

Long-term thinking is more valuable than short-term thinking

We believe that when you think and plan for the long-term, you achieve more for yourself and for others.

We believe this belief system can be universally attainable for students regardless of background, nationality, gender, race, income etc.

Oxford Scholastica inspires and empowers young people to think for themselves and equips them with the skills to make positive change, enabling them to make informed choices about their future, as well as the futures of other people and the world.

By helping them to open their minds, find community, be inspired, and learn about what really interests them academically and matters to them personally, our programmes leave students more confident and more likely to achieve their goals. We alleviate the stress that external pressure and uncertainty cause.

In other words, we exist to change young people's futures and, in doing so, to change the world in a positive way.

CUSTOMER SERVICE EXECUTIVE JOB DESCRIPTION

Looking to make a transformative impact on the lives of young people and stretch your skills like in no other job?

As Customer Service Executive, you'll play a pivotal role in ensuring the success of our programmes, supporting our team of staff and tutors to deliver transformational experiences for hundreds of students.



The Role:

The Customer Service Executive will play a key role in ensuring that we deliver life-changing experiences for our students.

The successful candidate will be responsible for supporting our tutors and staff to deliver an operationally smooth, 5-star service to students and parents, liaising with students and parents about their experiences, answering inbound enquiries and administrating the operations of our online programmes.

You'll work with our Head of Sales & Student Experience to deliver outstanding customer service to current and prospective students, and you'll liaise with our Head of Education and team of 30+ tutors to ensure the online programmes run smoothly and to an excellent academic standard.

You'll also be a crucial brand ambassador for the organisation, liaising directly with students and parents over email and Zoom, taking part in some of our live Zoom sessions for students, and maintaining constant daily communication with our team of tutors.

By ensuring that every student has a transformative experience with us, 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.oxbright.org/resources/university-preparation-report/>) and you'll be part of a small, ambitious, supportive team who move fast and love achieving great things for our students.

The successful candidate will be an outstanding communicator and a positive and outgoing presence on the team. They should be keen to build relationships with tutors, staff, students and parents alike, happy to problem solve at a moment's notice, and committed to delivering an outstanding experience.

Experience of working with children, of customer service and of a position of responsibility is essential.

The Customer Service Executive should feel confident in prioritising a large volume of tasks, solving problems and challenges as they arise, and working effectively with a large team. They should understand and share the Oxford Scholastica mission and worldview. They should also have excellent administrative skills and be a professional, confident ambassador for the organisation.

The Customer Service Executive will be managed by our Head of Sales & Student Experience, and will be part of a wider team including Jamie and Lavinia, our Co-Directors.

For the right candidate, there may be future opportunities to remain involved with Oxford Scholastica, potentially in a full-time role.

EMPLOYMENT DETAILS

Ideal start date: 24th April 2023

Contract end date: 25th August 2023

The role is fully remote, although the ability to spend a few days with the team in Oxford would be desirable.

The role is at £27.5k pro rata.

You'll have a pro rata statutory holiday allowance, and we'll ask you to take most of your leave at the end of your contract with us (it won't be possible to take leave in June, July or August except in exceptional circumstances).



PERSON SPECIFICATION

EXPERIENCE

Essential:

- Experience of customer service and administrative work
- Experience of working with children
- Experience of a position of responsibility

Desirable:

- Experience of project management
- Experience of managing people

QUALIFICATIONS

Essential:

- Educated to degree level or equivalent
- Safeguarding training (we will provide this)

SKILLS

Essential:

- Excellent communication skills, written and verbal
- Excellent administrative skills, with strong attention to detail - we have very high standards!
- Excellent organisational skills, with the ability to prioritise tasks effectively, to keep on top of a large volume of tasks, and to work efficiently
- Confidence and good presentation skills, being happy to talk to large numbers of students
- The ability to liaise effectively with students, parents, tutors and staff
- Event management skills



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 a public face of OSA to students
- 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

Please note, the Oxford Scholastica Academy is committed to safeguarding its students, and all our staff play a key role in this. As a result, appointments will be subject to reference and a successfully completed enhanced DBS check.

This is an outline job description and should not be regarded as an inflexible specification. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder. As a term of your employment you may be required to undertake such other duties and/or hours of work as may reasonably be required, including evenings and weekends during the summer school.



Some of the summer team at the Oxford Scholastica Ball on the River Thames



Oxford Scholastica is an experience like no other. In a sense, I was able to discover parts of myself with the help of my peers, tutors, and staff. Not only this, but getting to explore Oxford with friends, and discover the hidden gems that can be found was one of the best experiences of my life. I will never forget the experience I had. I still wear my wristband all the time, and I will never take it off.

Kendall Smith '22

92%

had one of the most memorable summers of their life

91%

of students agreed that Oxford Scholastica met or exceeded their expectations

97%

of students rated the teaching received as good or excellent

94%

of parents would recommend us to a friend

91%

of students said OSA introduced them to new things and broadened their horizons in 2022

OUR IMPACT IN 2022



Oxford
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NEXT STEPS

To apply for the role, please go to:

www.oxfordscholastica.com/about-us/careers

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

Many thanks for reading,

The Oxford Scholastica Academy Team

