

BUCKSMORE HOME TUITION COORDINATOR JOB DESCRIPTION

LOCATION	Remote or Hybrid/London Victoria, initially 1/2-days per week
JOB PURPOSE	<p>The Bucksmore Home Tuition Coordinator manages enquiries and bookings for the year-round Bucksmore Home Tuition programmes (as well as some online tuition while international travel remains disrupted for students). Working as part of the Bucksmore Admissions team, the post-holder will be responsible for managing all leads and enquiries, from initial contact through to confirmation and execution of the booking, working closely with the operations team.</p> <p>The Home Tuition Coordinator are the primary point of contact for agents, parents, and the Nord Anglia international sales team. Communication must be prompt and clear – taking into consideration that most will not be native speakers – to ensure Bucksmore is the preferred choice of academic provider. Over time the Home Tuition Coordinator will begin to develop positive relationships with agents globally in order to meet and drive sales targets for Bucksmore Home Tuition programmes. UK travel will be required on an ad hoc basis to support the quality assurance of the programme. In addition, the Home Tuition Coordinator must also develop excellent relationships with our network of home tuition teachers across the UK in order to place students as quickly as possible with the ideal tutor and family.</p> <p>The role is essential to the smooth running of the home tuition / online programmes. Home Tuition Coordinators must work very closely with the Bucksmore Admissions, Marketing and Operations teams to develop a comprehensive knowledge of all products and to ensure every programme is delivered to as high a level as possible.</p>
REPORTING TO	Bucksmore Head of Marketing & Admissions
DIRECT REPORTS	n/a
OTHER KEY RELATIONSHIPS	Bucksmore Head of Operations / regular contact with the NAE sales team (the GRT) / Bucksmore Director

KEY RESULT AREA	MEASUREMENT OF PERFORMANCE
Engagement and Interaction	
<ul style="list-style-type: none"> ▪ Respond to all agent and student enquiries for Bucksmore Home Tuition courses 	<ul style="list-style-type: none"> ▪ One working day response time to all emails

<ul style="list-style-type: none"> ▪ Manage pipelines and convert enquiries to confirmed bookings across CRM and booking platforms including matching students to appropriate teachers for Home Tuition and online courses. ▪ Ensure all key student data is collected in advance of courses, including health and personal information. Follow up with feedback and post-departure administrative duties for all bookings ▪ Ensure all fees are paid in a timely manner and collected before students start programmes ▪ Perform administrative duties throughout year as required for all Bucksmore programmes ▪ Develop an agent network and work with regional sales teams to take a proactive approach to sales and the promotion of Bucksmore Home Tuition programmes ▪ Build key relationships with agents, home tuition and online teachers, and parents across the world ▪ Assist the Director and Head of Marketing & Admissions as needed with other areas of the business when required in less busy periods ▪ Assume responsibility for the Home Tuition emergency phone on a rota basis throughout the year 	<ul style="list-style-type: none"> ▪ Conversion and booking statistics
<p>Growing the Home Tuition business unit</p>	
<ul style="list-style-type: none"> ▪ Working with the Marketing, Admissions and Operations teams to identify supply and demand for the Home Tuition function ▪ To administrate the ‘learner lifecycle’ across the Home Tuition service, which spans from initial interest, purchase, and pre-arrival, to arrival, delivery of learning experience, departure and post-course follow-up ▪ Supporting the growth and development of Bucksmore Education’s Home Tuition, contributing ideas to growth strategies ▪ Supporting the Senior Academic Manager in ensuring high levels of teaching and accommodation provision within the Home Tuition unit ▪ Developing, maintaining and growing Home Tuition capacity 	<ul style="list-style-type: none"> ▪ Home Tuition delivery meets the demand at present ▪ High levels of customer satisfaction ▪ Increased demand and delivery
<p>Functional Expertise</p>	
<ul style="list-style-type: none"> ▪ Experience of using CRM & online booking systems (ideally Salesforce) ▪ Experience of working in a customer-facing administrative and / or sales role ▪ Adept at using software such as the Microsoft suite 	<ul style="list-style-type: none"> ▪ Accurate updating of all records ▪ Efficient monitoring of, and engagement with enquiries and bookings
<p>Operational Expertise</p>	
<ul style="list-style-type: none"> ▪ Ideally, some experience of working in an admissions/ summer school / academic short-course environment 	

Professional and Personal Development	
<ul style="list-style-type: none"> ▪ Continual development through the identification and implementation of your own Personal Development Plan 	
PERSONAL SPECIFICATIONS – Skills, Knowledge and Experience	
<ul style="list-style-type: none"> ▪ High levels of personal integrity ▪ Conscientious and able to focus on completing work to a consistently high standard ▪ Flexible and positive approach to work ▪ Excellent organisational and time-management skills; high attention to detail ▪ Friendly and efficient even when under pressure ▪ Ability to work to tight deadlines and able to prompt others to ensure deadlines are achieved ▪ Adaptable to working in a fast paced, ever-changing environment ▪ Ability to work under pressure and remain calm ▪ Proactive and willingness to take on multiple tasks ▪ Self-motivated and enthusiastic ▪ Ability to work independently ▪ Must be a team player, willing to help and be flexible ▪ Continually strive for improvement ▪ Excellent IT skills 	
Personal Attributes	
<ul style="list-style-type: none"> ▪ High levels of personal integrity ▪ Conscientious and able to focus on completing work to a consistently high standard ▪ Flexible and positive approach to work ▪ Excellent organisational and time-management skills; high attention to detail ▪ Ability to work to tight deadlines and able to prompt others to ensure deadlines are achieved ▪ Adaptable to working in a fast paced, ever-changing environment ▪ Ability to work under pressure and remain calm ▪ Proactive and willingness to take on multiple tasks ▪ Self-motivated and enthusiastic ▪ Ability to work independently ▪ Must be a team player, willing to help and be flexible ▪ Continually strive for improvement 	
Other	
<ul style="list-style-type: none"> ▪ Will be subject to an Enhanced Criminal Records Bureau Disclosure or equivalent for countries lived in outside of the UK. ▪ Compliance with visa requirements for working in London, UK. 	

- A commitment to safeguarding and promoting the welfare of all pupils. And the willingness to undertake appropriate child protection training when required

PHILOSOPHY AND VALUES

We are ambitious for our students, our people and our family of schools. We believe that:

- There is no limit to what every person can achieve.
- Creativity and challenge help us get better every day.
- Learning should be personalised.
- Unique global opportunities enhance the learning experience.

The NAE Commitment

At Nord Anglia Education, we work every day to inspire our schools, our students and our employees to be the best they can be, and we are ambitious for them all to achieve more than they thought possible in their personal, social and academic endeavours. Within our family of schools, this aspiration is underpinned by a commitment to always act with **respect, integrity, openness, courage and ambition**. These qualities are the foundation of how we approach our work and roles within NAE and are shared by everyone in our global family.

Promotes and embodies *The CORE 7 Leadership Capabilities:*

- **Accountable** – Establishes a high performing culture and accepts accountability for organisational performance.
- **Strategic** – Leads opportunity and is committed to continuous improvement aligned with the organisational vision and direction
- **Collaborative** – Works collaboratively with others to achieve organisational outcomes
- **Entrepreneurial** – Creates organisational value for diverse stakeholders and achieves commercial success
- **Enabling** – Drives excellence through valuing and developing others
- **Agile** – Achieves personal and organisational success within a changing, dynamic and complex environment
- **Resilient** – Demonstrates personal resilience within a demanding environment of high expectations

- Role-model the 'Be Ambitious' philosophy each day
- Feedback as a valued member of the team and the wider organisation