

Student Office & Finance Coordinator

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Company: London School of Design & Marketing

Location: United Kingdom

Category: other-general

This is an exciting and challenging role based in a rapidly changing environment, and will require a person with an adaptable and forward thinking approach with excellent communication and organisational skills, and an ability to work collaboratively with commercial and academic staff to provide excellent services to students. We are looking for candidates with experience of the HE sector who have a proven track record of being able to work on their own initiative as well as within a team.

Admissions duties:

Working closely with the Academic Advisors to ensure consistency and transparency across both departments and effective conversion of applicants.

- Academic document validation.

- Chase up pending student documentation.

Administration duties:

Working under the direction of the Academic Director you will provide a wide range of administrative support, such as:

Send out student registration letters

Answer general student enquiries/queries on internal platforms

Send out student awards

Record all information relating to mitigating circumstances, plagiarism, withdrawals/interruptions and all stages of complaints in line with the Complaints policies

Finance duties:

To carry out the financial work of LSDM with special emphasis on: invoicing and control:

To post the payment plans of the courses offered by LSDM.

To monitor and engage with students which payment plans is in arrears and to proceed with their collection.

Controlling and issuing invoices/receipts and if necessary credit notes.

To register supplier invoices for validation and payment.

Qualifications and experience:

You must be highly proficient in written and oral communication in both English as the primary working language as well as either Spanish or Portuguese.

Excellent IT skills. Experience in Salesforce is a plus.

Experience of working in a high volume customer facing office environment within Higher Education.

Proven communication skills, both written and verbal to deal effectively with staff and students

Excellent interpersonal skills, with experience of responding efficiently and effectively to phone and email enquiries.

This job is full-time located in London.

What is LSDM?

London School of Design & Marketing is a specialist higher education institution providing courses in design and marketing to students from 100+ countries around the world. We provide distance learning courses at undergraduate, postgraduate and executive level. All our degrees are fully accredited and delivered digitally.

What's the background?

LSDM was founded in 2015 to offer digital-first education to international students. Our parent institution, Talent, was founded in 1984 and operates a network of international schools, representing some 12,000 students from K12 to Postgraduate level. Our core belief is Individuality Through Education and LSDM has received significant investment to develop a digital-first education approach.

What does LSDM offer?

Over 90% of our students are working professionals that need flexible study options, a high-quality course and an accredited UK degree at Bachelor or Masters level. As a trilingual school offering all courses in English, Spanish or Portuguese, we provide a diverse and international environment. Our faculty and admissions office are committed to providing vocational excellence in education and attracting the best talent to work with our team.

What are the benefits of studying with LSDM?

Highly specialised school in Design and Marketing

Receive a high-quality Bachelor or Master degree

Study 100% online in English, Spanish or Portuguese

Courses aligned to latest vocational best practice

What's it like working with LSDM?

Working with London School of Design & Marketing (LSDM) believes in the “Professional of the Future” as a guiding principle for our teams. As a 100% digital school with our head

office in London a few world-wide Admission Offices. The majority of our staff work remotely as we have invested heavily in the technology to achieve the balance between personal life, work and performance.

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