

JOB DESCRIPTION	
JOB TITLE	Student Liaison Officer
REPORTING LINE	Recruitment Team Leader / Head of Recruitment
KEY INTERNAL CONTACTS	• Education Consultant • Recruitment Team Leader • Admissions Teams • Quality and Compliance Teams • Partner University Contacts
KEY EXTERNAL CONTACTS	• Applicants and prospective students • Partner universities and admissions departments • Student finance or application support contacts • Community and referral partners where required
OVERALL JOB PURPOSE	• To act as a key support point between IAG Advisors, applicants and partner admissions teams. • To help ensure applicants receive a smooth, professional and well-managed service after their initial enquiry or application. • To support the admissions process by checking information, tracking applications, maintaining records and helping applicants complete required steps. • To improve applicant experience, reduce delays and support stronger conversion from application to enrolment.
KEY RESPONSIBILITIES	• Respond to applicant enquiries by phone and email in a warm, timely and professional manner. • Support applicants with completing personal statements, forms and application documents. • Track student applications and ensure records are updated accurately on the CRM. • Carry out quality checks before applications are submitted to admissions or partner universities. • Work with admissions teams to support eligibility checks and resolve missing information. • Follow up with applicants who have outstanding documents, incomplete applications or pending actions. • Maintain accurate records and reports of applicant interactions, progress and concerns. • Handle applicant questions, objections and concerns with patience and professionalism. • Escalate complex issues to the relevant manager, admissions team or compliance contact. • Support the recruitment team with administrative tasks that improve the student journey and reduce delays.
KPIs	• Application completion rates. • Quality and accuracy of records and submitted information. • Applicant follow-up completion. • Reduction in missing documents and avoidable delays. • Response times to applicant enquiries. • Conversion from application to offer and enrolment.

	• Positive feedback from applicants, advisors and admissions teams.
EXPERIENCE REQUIREMENTS	• Previous experience in customer care, administration, admissions, student support or CRM-based roles is desirable. • Experience working with applicants, students or customers in a fast-paced environment. • Experience supporting application, student finance or document-checking processes is beneficial. • Experience working to deadlines and managing multiple cases at the same time.
KNOWLEDGE/SKILLS	• Excellent organization and multitasking skills. • Strong written and verbal communication skills. • Good problem-solving skills and ability to remain calm under pressure. • Strong attention to detail when checking documents, notes and application information. • Confident using CRM systems, email, spreadsheets and internal tracking tools. • Ability to work closely with advisors, admissions teams and applicants. • Ability to handle sensitive information confidentially and professionally. • Clear understanding of customer service standards and applicant care.
PERSONAL CHARACTERISTICS	• Conscientious, organized and reliable. • Patient, kind and able to support applicants through stressful or confusing stages. • Curious and willing to learn admissions processes, systems and policies. • Driven to solve problems and keep applicants moving through the process. • Accountable for accuracy, follow-up and the quality of service provided. • Calm under pressure and able to manage competing priorities. • Positive, team focused and committed to improving the applicant experience.