

Senior Services Lead

Contract type: Permanent

Reporting To: Services and Quality Manager

Remuneration: £35k - £37k

Benefits: Competitive benefits package

Location: This position is based in the UK.

Working Environment & Pattern: We operate as a hybrid workforce, with flexibility to work from home alongside regular team meet-ups in London. The role also requires travel across the UK to meet with partners as needed. The standard working week is Monday to Friday; however, during peak processing periods (July-August & November - January), you will be expected to work a shift pattern that supports service levels, including some evenings and key weekend

Position Overview

As a Senior Services Lead at Enroly, you will play a key role in the day-to-day delivery of our services for university partners. You will combine hands-on case processing with responsibility for supporting the operational management of the Services team, helping to ensure workloads are managed effectively, SLAs are achieved, quality standards are maintained and university requirements are implemented accurately.

Reporting to the Services and Quality Manager, you will act as a senior operational point of contact within the team, supporting the Manager with workload allocation, performance reporting, quality audits, process implementation and day-to-day operational problem solving.

The role is particularly suited to an experienced Services Administrator or Admissions Coordinator who is ready to take on greater operational responsibility while remaining closely involved in service delivery. You will need to be highly organised, analytical and detail-oriented, with the ability to manage your own workload while also supporting the wider team.

Success in this role requires strong operational awareness, excellent attention to detail, the ability to work confidently with data and systems, and a proactive approach to identifying and resolving issues. You will need to be agile and adaptable, comfortable working in a fast-paced environment and able to respond positively to changing priorities, evolving requirements and periods of increased demand while maintaining high standards of accuracy and service delivery.

Key Responsibilities

- **Case Processing and Service Delivery:** Process student cases accurately and efficiently in line with agreed processes, university requirements and SLAs, maintaining a high standard of service throughout both normal and peak periods.
- **Workload Allocation and Coordination:** Support the Services and Quality Manager with the daily allocation and prioritisation of workloads across the team, ensuring resources are deployed

effectively and work is distributed according to priority, capacity, deadlines and individual capability.

- **Peak Period Support:** Support the operational management of high-volume processing periods, helping to monitor workloads, identify bottlenecks, escalate risks and ensure priority work is completed within agreed SLAs.
- **Operational Support:** Act as a senior point of support for the wider Services team, helping colleagues with complex cases, client escalations, process queries and operational issues, escalating matters to the Manager where appropriate.
- **Quality Assurance and Auditing:** Carry out regular quality audits of processed cases in line with the team's quality assurance framework, identifying errors, trends and areas for improvement and providing clear feedback to the Services and Quality Manager.
- **Quality and Compliance:** Support the consistent application of university requirements, internal processes and compliance standards, identifying potential risks or recurring issues and escalating these appropriately.
- **University Change Implementation:** Support the implementation of new university requirements, process changes and operational updates. Translate changes into clear actions for the Services team, ensure relevant documentation and guidance is updated, and monitor implementation to ensure changes are being applied correctly.
- **Reporting and Data Analysis:** Produce regular operational reports covering workload, productivity, SLAs, quality and other key performance indicators. Use data to identify trends, highlight risks and provide insights to the Services and Quality Manager.
- **Process and Workflow Management:** Monitor day-to-day workflows and identify opportunities to improve efficiency, reduce bottlenecks and strengthen service delivery. Support the implementation and testing of agreed process improvements.
- **Training and Knowledge Sharing:** Support the delivery of training, onboarding, refresher sessions and team communications relating to new processes, university requirements, quality findings and system changes. Act as a source of knowledge and support for team members.
- **Issue Resolution and Escalation:** Proactively identify operational issues and work to resolve them quickly, escalating more complex or high-risk issues to the Services and Quality Manager where required.
- **Systems and Technology:** Use internal systems and reporting tools effectively to manage workloads, process cases and monitor performance. Identify system issues or opportunities for improvement and feed these back to the appropriate internal teams.
- **Continuous Improvement:** Identify opportunities to improve processes, workflows and service delivery, using operational experience, quality findings and data to make practical recommendations to the Services and Quality Manager.
- **Team Support:** Work collaboratively with colleagues across the Services team, contributing to a positive, accountable and supportive working environment and helping the team maintain high standards during periods of increased demand.

Experience

We are looking for someone with experience in a high-volume operational or services environment who is ready to take on greater responsibility for the coordination and quality of day-to-day service delivery.

The successful candidate will ideally have:

- 2+ years' experience in an international admissions, student services, compliance or similar environment.
- Experience working within a high-volume, deadline-driven environment where accuracy and turnaround times are critical.
- Experience processing cases, applications, assessments or other structured workflows against defined processes and SLAs.
- Experience supporting workload allocation, task management or operational coordination across a team.
- Experience conducting audits, quality checks or compliance reviews, with a strong understanding of the importance of accuracy and consistency.
- Experience using data and reporting to monitor workloads, performance, quality or operational trends.
- Experience implementing new processes, procedures or requirements and supporting colleagues through operational change.
- Experience working with technology-enabled workflows and a strong ability to learn and use new systems quickly.
- Strong attention to detail and the ability to identify errors, inconsistencies and potential risks.
- Strong organisational skills, with the ability to manage competing priorities and meet deadlines.
- Strong written and verbal communication skills, with the ability to communicate processes and requirements clearly to colleagues and stakeholders.
- A proactive and solutions-focused approach, with the confidence to identify issues and suggest practical improvements.
- The ability to work independently while also knowing when to seek support or escalate an issue.
- Experience within international student admissions, visa compliance, student assessment or higher education would be advantageous.

Mandatory Requirements

- Based in the UK.
- Right to work in the UK.
- Experience working in a high-volume operational environment.
- Experience managing workloads against deadlines, targets and/or SLAs.
- Strong organisational and attention-to-detail skills.
- Strong written and verbal communication skills.
- Comfortable working with data, reporting and operational systems.
- Ability to work flexibly during peak processing periods, including some weekend working where required.