

JOB DESCRIPTION

JOB TITLE: Programme Advisor, Admissions & Outreach

LOCATION: This position will be based in Hauz Khas, New Delhi.

NATURE OF ASSOCIATION: Full-time in-office position

NUMBER OF POSITIONS: 2 - 3 (Two to three)

POSITION OVERVIEW

ISPP is seeking a Programme Advisor to support the admissions team in student recruitment activities for the school's various courses. The Programme Advisor will primarily be involved in call counselling to advise prospective students about the programmes offered by ISPP and assist them in identifying and enrolling in the programme tailored to their needs. The advisor will focus on guiding prospective students through the admissions process, offering information about all programme offerings and requirements and assisting them with the application submission. They would also need to be able to guide prospective candidates through the various admissions stages and support them in progressing with their application. The position involves managing and working with large datasets on a CRM platform, handling queries over the phone, addressing concerns and ensuring a positive experience for the prospective student. The incumbent will also write mailers and other content, including blogs, to create resources that would interest prospective candidates or others interested in public policy issues.

KEY RESPONSIBILITIES

1. Student Recruitment Support:

- Assist the Admissions team in student recruitment for various courses offered by ISPP.

2. Call Counselling:

- Provide phone counselling to prospective students, advising them on available programmes.
- Help students identify and enrol in the programme that best suits their needs.

3. Admissions Guidance:

- Guide prospective students through the entire admissions process.
- Provide detailed information on programme offerings and application requirements.

- Assist candidates in progressing through the various stages of application submission.

4. CRM Management:

- Manage and maintain large datasets on the CRM platform.
- Ensure accurate and timely updating of prospective student information.

5. Handling Inquiries and Concerns:

- Address queries and concerns over the phone, ensuring a positive experience for prospective students.

6. Content Creation:

- Write mailers, blogs, and other content to engage prospective students and individuals interested in public policy.
- Develop resources to generate interest in the school's programmes.

QUALIFICATIONS AND SKILLS

- 1-2 years of work experience.
- Graduate in any subject.
- A background or understanding of Public Policy/Education/Economics or a related field is preferred.
- Should be fluent in English and Hindi; other languages are welcome.
- Previous experience in call counselling or an admissions support role will be an advantage.
- Demonstrated ability to manage queries and concerns with empathy and patience.
- Experience with student information systems and CRM software would be an advantage.
- Excellent interpersonal skills and ability to connect with diverse sets of people.
- Ability to provide educational guidance to prospective applicants.

COMPENSATION AND BENEFITS

- ₹ 45,000 – 60,000 per month. The remuneration will be commensurate with

experience.

- An inclusive atmosphere of mutual respect
- Mentorship and Guidance
- Learning opportunities through interaction with top academics and policy experts

TO APPLY

Interested candidates should submit their resumes and a cover letter highlighting their suitability to careers@ispp.org.in

Process of selection

- 2-3 rounds of interviews
- Writing assignment

DEADLINE

Rolling basis till the position is filled. We will start reviewing applications on 13 January 2024.

ISPP is an equal-opportunity employer. We value diversity and are committed to creating an inclusive environment for all employees.