

Job Description

Position: Admission Manager

Location: Nehru Place, New Delhi, India

Employment Type: Full-Time

Experience: 4-5 years in Admissions

Apply Link: <https://win-ed.com/en/vacancies/>

About the Role

We are looking for an experienced and proactive **Admissions Manager** to manage student enquiries, counselling calls, applications, and the overall admissions process for international education.

The role will involve handling **student enquiries**, supporting students through the application journey, ensuring applications are complete and accurate, and coordinating with universities, students, counsellors, and internal teams to achieve successful admissions.

The ideal candidate should have strong communication skills, excellent knowledge of the overseas education sector, and the ability to manage both **front-end student interactions and back-end application processing**.

Key Responsibilities

1. Student Calls & Enquiries

- Handle incoming and outgoing calls with prospective students.
- Understand students' academic background, career goals, budget, and study preferences.
- Provide accurate information on universities, courses, entry requirements, fees, scholarships, and application processes.
- Follow up with students regularly to convert enquiries into applications and enrolments.
- Maintain professional communication with students through phone, WhatsApp, email, and other channels.

2. Application Management

- Manage student applications from initial enquiry through to offer and enrolment.
- Review applications and documents for completeness and accuracy.
- Ensure applications are submitted within university deadlines.
- Coordinate with students to obtain missing documents or additional information.
- Monitor application status and follow up with universities for pending decisions, offers, and CAS/visa-related documentation.
- Maintain accurate and up-to-date records in the CRM/application system.

3. Admissions & University Coordination

- Liaise with university admissions teams regarding applications and student queries.
- Follow up on conditional/unconditional offers and outstanding requirements.

- Resolve application issues and communicate updates to students promptly.
- Stay updated on university requirements, intakes, scholarships, deadlines, and admission policies.

4. Team Coordination

- Work closely with counsellors, applications staff, BDMs, and management.
- Support counsellors with complex applications and admissions-related queries.
- Ensure a smooth handover from counselling to application submission and enrolment.
- Assist in improving internal admissions processes and turnaround times.

5. Conversion & Performance

- Take ownership of assigned student enquiries and applications.
- Follow up effectively to improve application-to-enrolment conversion.
- Achieve agreed monthly KPIs for calls, applications, offers, deposits, and enrolments.
- Identify opportunities to cross-sell suitable universities and programmes.

6. Reporting & Compliance

- Maintain accurate records of calls, follow-ups, applications, and outcomes.
- Prepare regular admissions and conversion reports for management.
- Ensure all student information and documentation is handled confidentially.
- Follow company processes and university compliance requirements.

Required Skills & Experience

- **4-5+ years of experience** in overseas education/admissions.
- Strong experience handling **student enquiries and admissions**.
- Good understanding of UK, USA, Canada, Australia, European and other international education systems and admissions processes, including compliance for different destinations.
- Experience with university applications and admission processes.
- Excellent verbal and written English communication skills.
- Strong follow-up, negotiation, and relationship-management skills.
- Ability to manage multiple applications and deadlines simultaneously.
- Good knowledge of CRM/application management systems.
- Strong attention to detail and documentation skills.
- Target-oriented and comfortable working with KPIs.

Desirable

- Experience working with UK, USA, Canada, New Zealand and Australian universities or education agents.
- Experience with UCAS, university portals, CRM systems, or application management platforms.
- Knowledge of international student admissions and visa processes and compliance requirements.



Key Performance Indicators (KPIs)

- Number of calls and student follow-ups handled.
- Application submission and completion rate.
- Offer conversion rate.
- Deposit/enrolment conversion.
- Application turnaround time.
- Student satisfaction and response time.
- Accuracy and compliance of applications.
- Monthly admissions and revenue targets.

What We Offer

- Competitive salary with performance incentives.
- Career growth within a growing international education organisation.
- Professional and collaborative working environment.
- Exposure to international student recruitment and admissions.
- Standard 5-day work week.

Compensation & Benefits

- Up to 6LPA, depending on experience.
- Performance-based incentives

Reporting To

Senior Management - WIN Education