



<https://principaltutors.com/job/customer-service-executive-education-consultant-3/>

Customer Service Executive / Education Consultant

Description

Education Professional Wanted.

Are you an education professional (teacher / examiner) looking for a remote role? Are you a detail-oriented person with up-to date IT skills? Do you strive for excellence in customer care? Looking for a new and fresh part-time role?

About us

Principal Tutors is an award-winning tuition company with a personalised approach to tutor and client management. We match parents with tutors for online private one-to-one tutoring.

Whilst we have our roots in the Greater Manchester area, we have expanded rapidly via online tuition to cover all the UK and many international areas.

We aim to improve the learning of pupils through high quality customised supplementary education.

We run a professional, agile, yet personalised operation and our goal is to help families connect with the very best qualified tutors that we work with. We work with a committed team of qualified teachers to provide high quality personalised online tuition to pupils both in the UK and internationally. We work tirelessly to recruit the very best teachers and to connect them with the clients we work with. We offer a concierge like service to our clients to find them the most appropriate tutor that we work with.

We run a 7 days a week operation and offer flexible work from home opportunities.

What we are Looking for ...

We are looking for an educational professional that has experienced the UK education system (e.g. as a teacher and/or examiner) in some capacity looking for a new challenge in a customer facing role .

We are looking for a multi-talented person that can:

- Provide remote Customer Service (for 2-3 days per week [from a 7 days per week rota] available between 10am – 8pm) advising parents that have enquired on our services
- Converse confidently about the British education system to clients in the UK and internationally.
- Take a lead on Recruitment and Vetting – including selecting the best tutors to work with and vetting their documentation
- Undertake Administration activities with a keen eye for detail using remote IT services such as Google Suite (Google Sheet experience / Excel highly advantageous)

Hiring organization

Principal Tutors

Employment Type

Part-time

Beginning of employment

23 March 2026

Industry

Education

Job Location

Remote work possible

Working Hours

4-5 days per week part-time of which 2-3 days would be on-call for Customer Care which means being available to work for a few hours in the morning, plus a few in the afternoon and additionally around 2-3 hours on an evening making/receiving telephone calls to new client enquiries

Base Salary

£ 13 - £ 15

Date posted

4 March 2026

Valid through

13.03.2026

- Provide Personal Assistance tasks to the Managing Director.

Additional skills such as:

- Website editing (WordPress)
- Content creation skills (such as blog/article writing)
- Managing social media accounts and using them to acquire new leads.

... would also be beneficial.

The successful candidate will be responsible for providing exceptional customer service to our clients, completing administration tasks to a high standard, responding to inquiries in a timely manner, and responsive to the needs of the company director in a PA role.

The ideal candidate will have excellent communication skills, a strong work ethic, an eye for detail and accuracy, have a good working knowledge of the UK education system.

Working Pattern

4-5 days per week part-time of which 2-3 days would be on-call for Customer Care which means being available to work for a few hours in the morning, plus a few in the afternoon and additionally around 2-3 hours on an evening making/receiving telephone calls to new client enquiries . When not on rota for contacting new enquiries, you will be following up on enquiries from your rota days, working on recruitment activities and other administrative tasks.

We run a 7 days a week operation and so some weekend availability may also be required from the ideal candidate. You will need to be flexible with your work pattern, and in return, you will be a fully remote-based worker with a high degree of autonomy.

Responsibilities

Responsibilities:

- Provide excellent customer service to all clients and tutors.
- Answer customer inquiries in a timely and professional manner via telephone, message or email
- Make outbound telephone calls to all enquiries and provide accurate information on our services
- Recruit new tutors using following our processes
- Complete administration tasks related to vetting of tutors, where a keen eye to detail is essential
- Keep meticulous records of customer and tutor interactions and transactions using our platform.
- Converse confidently and fluently with parents on matters relating to the UK education system
- Follow up with customers to ensure their satisfaction.
- On-board new clients and tutors
- Provide support to new tutors
- Complete administration tasks on behalf of the company Director in the role of PA
- Manage and interact with corporate social media accounts with a view to acquire new customers

Qualifications

Bachelor's (required)

Job Benefits

Work Location: Remote

Some flexibility in hours

Commission structure / Referral programme