Admin and Support Officer (Pakistan-based)
for
Cambridge College of Management and Studies (UK)

Role: Admin and Support Officer

Reports to: Director/Principal/Senior Management

Location: Remote (Work from Home)

Institution: Cambridge College of Management and Studies, UK

Salary: PKR 50,000 – 60,000 per month (plus performance bonus)

Employment Type: Full-time (Remote, 40 hours per week)

Working Hours: Monday to Friday, 9:00 AM to 5:00 PM (UK Time)

About Us

Cambridge College of Management and Studies is a UK-based higher education provider located in Birmingham. We deliver high-quality business and management education with a strong focus on student support, academic excellence, and compliance with UK regulatory standards.

We are seeking a Remote Support Officer based in Pakistan to assist our UK team with a range of administrative, communication, and student support functions.

Key Responsibilities

- Assist the Director and Senior Management on a day-to-day basis with administrative and operational support.
- Handle day-to-day administrative duties in coordination with the UK management team.
- Answer calls, emails, WhatsApp, and online queries from students and recruitment partners.
- Communicate professionally with student recruitment agents and provide timely updates.
- Issue admission offers, process student applications, and maintain accurate records.

- Manage and update the Student Management System (SMS).
- Issue visa support letters and confirmation documentation for enrolled students.
- Manage multiple email inboxes and ensure timely responses to all enquiries.
- Provide high-quality customer service to students and recruitment agents.
- Support marketing and social media communication activities.
- Schedule and coordinate virtual meetings and maintain meeting records.
- Perform other administrative or support duties as assigned by management.

Requirements
- Master's degree in Business Administration, English, Management, or a related field.
- Excellent English language skills (spoken and written) – near-native fluency required.
- Strong organisational and time management skills.
- Ability to work independently and manage workload effectively.
- Experience in administrative, academic, or customer support roles preferred.
- Proficiency in Microsoft Office, Google Workspace, and online communication tools (Zoom, Teams, etc.).
- Reliable internet connection and a dedicated workspace at home.
- Ability to work UK hours (9:00 AM – 5:00 PM) consistently.
- Data Protection and UK GDPR Compliance

As this role involves handling data related to UK-based students, staff, and partners, the successful candidate will be required to:

- Comply fully with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- Ensure that all personal and confidential information is processed lawfully, securely, and only for legitimate college purposes.
- Follow internal data security protocols, including secure password management, device protection, and restricted data sharing.
- Complete mandatory UK GDPR awareness and data protection training provided by the College.

Benefits
- Competitive monthly salary.
- Performance-based bonus.
- Full training will be provided to the right candidate.
- Flexible remote working environment.
- Opportunity to work with a UK higher education institution.
- Professional development and ongoing training.

How to Apply

Interested candidates should submit the following via email to
hr@ccmsedu.co.uk:
- A detailed CV outlining qualifications and relevant experience.
- A cover letter explaining suitability for the role.

Application Deadline: 20 November 2025