

POSITION DETAILS	
Position Title	Senior Student Services Specialist
Division	Operations and Engagement
Department	Ras Al Khaimah Department of Knowledge

Role Purpose

- Ensure the effective management and oversight of student affairs across private schools, in line with RAK DOK regulations and policies, by providing guidance, monitoring compliance, and delivering timely operational support to schools, students, and parents.

Key Responsibilities

- Manage end-to-end student affairs services, including student registration, transfers, promotions, withdrawals, qualification validation, and certificate attestation, ensuring compliance with approved policies and procedures.
- Serve as a primary point of contact for students, parents, and schools, responding to inquiries, concerns, and complaints in a timely, professional, and regulation-compliant manner.
- Receive, review, and resolve student- and parent-related complaints, coordinating with schools and relevant stakeholders to ensure fair, consistent, and documented outcomes.
- Provide clear policy guidance and procedural support to schools and families to enable informed decision-making and consistent application of student services regulations.
- Monitor and oversee student attendance and behavior management practices across schools, identifying areas of concern and supporting early intervention in line with approved frameworks.
- Support schools with the accurate recording and management of student data, including enrollment status, grade progression, attendance records, and official documentation.
- Handle exceptional and complex student cases, including special approvals, transfers, or regulatory exceptions, in coordination with internal teams and external authorities where required.
- Conduct regular follow-up and day-to-day operational support to schools on all student affairs-related matters, ensuring continuity of service and adherence to expectations.
- Contribute to the monitoring of schools' compliance with student services standards, escalating systemic issues and trends to leadership as needed.
- Maintain accurate records, reports, and case documentation to support transparency, accountability, and data-informed decision-making

Profile

- **Education:** A Bachelor's degree (or other equivalent qualification) in Education or a related field is required
- **Experience:**
 - 3 years of experience, preferably in a senior school leadership position.
- **Languages:** Fluency in Arabic and English (verbal and written)

Competencies

Behavioral

- Excellence in performance and outcomes
- Active communication
- Creativity, innovation, and problem solving
- Customer focus
- Team spirit
- Organizational and ethical awareness

