



# Job description

## Senior Manager, Central Recruitment Operations

24<sup>th</sup> November 2018

### Company context

#### INTO's mission:

***Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.***

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched 21 partnerships with 19 universities in Europe, North America and Asia. We have enrolled over 50,000 students from 166 countries and now have about 1600 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

### Role context

This will be a leadership role in the Central Recruitment Operations department, which is responsible for the delivery of customer service excellence to INTO's Global Recruitment Unit and recruitment and university partners around the world.

### Reporting line

The role reports to the Vice President, Central Recruitment Operations

### Job purpose

The job is a new position within the department. The role has been created in order to drive improved performance across INTO's recruitment network by delivering customer service excellence. Specifically, the role will be tasked to deliver, through the development of policy, reporting and improved processes, operational excellence in the following key areas:

- Global scholarship management
- Global incentives management
- Recruitment Policy & Data Management
- Recruitment Reporting & Analysis

### Key accountabilities and duties

This is a new role in a growing, dynamic organization so responsibilities of the position may change and develop

IUP 2 LLP  
ONE GLOUCESTER PLACE  
BRIGHTON, EAST SUSSEX  
BN1 4AA, UK

T +44 [0]1273 665200  
F +44 [0]1273 679422  
E [corporate@intoglobal.com](mailto:corporate@intoglobal.com)  
W [intoglobal.com](http://intoglobal.com)

over time, but will include the following:

- Drive the timely execution of operational projects, coordinate and manage project tasks to ensure project delivery and stakeholder support
- Promote operational excellence through issue resolution, continuous process improvement, and relationship management activities.
- Develop comms and training plans as needed to support the effective launch and delivery of key initiatives, policy changes and enhancements
- Establish stakeholder groups to support policy and process change
- Continuously identify opportunities for operational enhancements and process improvements and work with appropriate stakeholders to implement solutions.

**The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.**

## Location

The post is based in Brighton. Travel within the UK and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

## Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

**This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.**

Please see the next page for person specification...

## Person specification

	Essential	Desirable
<b>Legal status</b>	<ul style="list-style-type: none"> <li>Eligibility to work in and travel freely to and from the UK &amp; USA</li> </ul>	<ul style="list-style-type: none"> <li>Postgraduate qualification or equivalent</li> </ul>
<b>Education/ qualifications</b>	<ul style="list-style-type: none"> <li>Bachelor's degree or equivalent, or equivalent professional experience</li> </ul>	<ul style="list-style-type: none"> <li>Project Management qualification (e.g. Prince II)</li> <li>Second language fluency</li> </ul>
<b>Experience/skills</b>	<ul style="list-style-type: none"> <li>Project management experience</li> <li>Effective communication skills</li> <li>Strong strategic thinking &amp; analytical skills</li> <li>Experience in the international education sector</li> <li>Cultural awareness and sensitivity</li> <li>Advanced knowledge of excel, and other Microsoft suite products</li> <li>Experience using a CRM, preference Salesforce</li> <li>Strong strategic thinking &amp; analytical skills to identify business issues and generate solutions</li> <li>Ability to think creatively and adapt within a rapidly evolving organization</li> <li>Effective communication skills</li> <li>Customer service driven mentality</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of US &amp; UK education systems</li> <li>Experience working with student recruitment agents</li> <li>Knowledge of INTO data-sets and structures</li> </ul>