

## Job Description

# Welfare and Student Engagement Officer

### Context

**INTO is an organisation working in partnership with leading British Universities and investing in the development of world-class international student centres. It specialises in preparing students for undergraduate and postgraduate study in the UK. INTO Centres deliver guaranteed progression to leading British undergraduate and postgraduate courses. Each Centre is managed by a joint venture management board on which INTO and the partner university are equal shareholders**

### Reporting line

The Welfare and Student Engagement Officer reports to the Head of Student Services

### Job purpose

To provide a comprehensive welfare and student engagement service that meets the needs of International students on the INTO Programmes. To take responsibility for the welfare of the students in the centre and deal with any issues arising and to support the student services team in engaging with student population to thoroughly enhance the student experience.

### Key accountabilities

#### Welfare

- To implement and take responsibility for a comprehensive and effective welfare and support service for students and where necessary involve Academic Support , Support Services , Parents, agents and regional staff.
- To maximise the attendance of students working alongside the academic support team to support students effectively.
- To use own initiative when dealing with problems/issues arising and take responsibility for follow up actions.
- To maintain accurate student welfare record and information in agreed databases and templates.
- To provide reports and information to the senior management when required
- To source and develop relevant information surround welfare support for distribution to staff and students.
- To liaise with the JV partners support services and signpost students to the relevant to the appropriate support staff within the service.
- To contribute to the review of the pastoral support provided in the centre
- To provide emergency out of ours support when required (on a rota in the student services team)

## **Student Engagement**

- To develop and create an effective engagement strategy to connect with the student population through social events and activities to enhance the student experience.
- To work with the JV partner university to engage the wider student support services with the student population (Careers service, Students Union, Sports Centre etc.)
- To support the centre and partner university with the integration of students into campus life.
- To support with progression activities and information to support the transition from the centre to the JV.
- To assist with the arrival and induction of new students
- To contribute to the development of a collaborative working environment in order to maintain and enhance the quality of the centre working conditions.
- To promote and support the INTO centre and the business in a positive manner.

**Your 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.**

## **Salary**

Band C

## **Location**

INTO University of Stirling

## **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 meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. 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.**

INTO is an equal opportunities employer.

INTO is committed to safeguarding and promoting the welfare of young people and child protection screening will apply.

[www.into.uk.com](http://www.into.uk.com)

INTO Giving is the charitable arm of INTO University Partnerships and is committed to increasing access to education and improving the quality of education for disadvantaged young people around the world. INTO employees are encouraged to take an active role in INTO Giving.

To find out more please visit [www.into-giving.com](http://www.into-giving.com).

## Person Specification

	Essential	Desirable
<b>Legal Status</b>	<ul style="list-style-type: none"> <li>• Appropriate Enhanced disclosure Scotland Check will be required prior to confirmation of appointment.</li> <li>• Eligibility to work in and travel freely to and from the UK, i.e. valid UK or EC passport.</li> </ul>	
<b>Academic Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to Highers standard or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree standard or equivalent.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Approachable, warm and friendly.</li> <li>• Displays a patient and calm attitude at all times</li> <li>• Confident in dealing with customers especially in difficult situations</li> <li>• Consistently displays a positive approach to the working environment.</li> <li>• Displays a professional appearance at all times</li> <li>• Flexible and practical in dealing with issues</li> </ul>	<ul style="list-style-type: none"> <li>• An interest in other nationalities and cultures.</li> <li>• Knowledge of Stirling and the surrounding area.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience with dealing with welfare support for students or young people.</li> <li>• Experience of working in a busy office environment;</li> <li>• Experience of working within a team;</li> <li>• Experience of accurate data inputting;</li> <li>• Experience of working out of hours;</li> <li>• Experience of resolving conflict;</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with international students.</li> <li>• Experience in a similar role engaging with students.</li> </ul>
<b>Aptitude</b>	<ul style="list-style-type: none"> <li>• The ability to prioritise, multi task, meet deadlines, work under pressure whilst remaining calm.</li> <li>• Ability to coordinate outside agencies in order to meet the companies KPI's</li> <li>• Ability to build and manage relationships with peers, senior managers, academic stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds.</li> <li>• Ability to work in an organised and methodical work style with attention to detail, analysis and summary</li> <li>• Ability to work autonomously and as part of a wider team.</li> <li>• Ability to write reports, follow up and summarise</li> <li>• Excellent time management.</li> </ul>	
<b>Knowledge Skills</b> /	<ul style="list-style-type: none"> <li>• Excellent IT skills, especially in excel and the ability to use effective</li> </ul>	<ul style="list-style-type: none"> <li>• Specialist knowledge in Welfare support</li> </ul>

	<p>specialised application software.</p> <ul style="list-style-type: none"> <li>• Ability to put in place systems and processes that are effective and efficient.</li> <li>• Clear and concise reporting</li> <li>• Accurate attention to detail</li> <li>• Excellent Interpersonal and oral communication skills – able to work sensitively with different people’s needs.</li> <li>• Excellent customer service and presentation skills</li> <li>• Understands and demonstrates excellent communication skills both verbal and non verbal</li> <li>• Excellent written communication skills. Ability to compose letters / information guides clarifying and explaining procedures / regulations and other requirements clearly and concisely which are grammatically correct and sympathetically written for the intended recipients</li> <li>• Excellent negotiating skills</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness and experience of training and developing other team members.</li> <li>• Knowledge of Tier 4 Compliance guidelines</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Committed and responsible for promoting and safeguarding the welfare of children and young adults</li> </ul>	