

# Job description

6 March 2019

## Arabic Language Support Officer Part Time (0.6) Permanent Position

### Context

INTO is an organisation working in partnership with leading UK and US universities and investing in the development of world-class student study centres. It specialises in preparing international students for undergraduate and postgraduate study with both academic and English language support. The courses at our Centres, upon successful completion, guarantee progression to leading UK and US undergraduate and postgraduate courses as well as stand-alone English language courses. INTO Manchester is a wholly owned INTO University Partnerships venture

### Reporting line

The Arabic Language Support Officer will report to the Head of Student Services.

### Job purpose

The Arabic Language Support Officer will be responsible for ensuring increased levels of progression to higher education of Arabic speaking students in centre, and ensuring that the centre is represented in the best possible light to prospective and current students in centre through effective online and offline communication with current and prospective Arabic students.

### Key Performance Indicators

- Maintaining positive relations between centre and students Reinforcing centre messages to students
- Feeding back in-centre issues to centre management
- Tracking 100% of Arabic speaking students progression following completion of programme
- Help increase overall progression to host institutions
- Increasing overall progression to HE

INTO MANCHESTER  
BRIDGEWATER HOUSE  
58/60 WHITWORTH STREET  
MANCHESTER M1 6LT  
UNITED KINGDOM

T +44 [0]161 631 1200  
F +44 [0]161 234 0900  
E [intomanchester@into.uk.com](mailto:intomanchester@into.uk.com)  
W [www.intohigher.com/into-manchester](http://www.intohigher.com/into-manchester)

## Role Responsibilities

### Regular meetings with the Head of Student Services/Centre Director/Academic Director / Welfare Manager

- Feeding back on in-centre issues related to students
- Provision of interpreting and cultural awareness support

### Regular meetings with Academic Director/Programme managers

- Identifying students who are performing below expectations for follow-up
- Provision of interpreting and cultural awareness support
- Feeding back on programme issues related to students

### Accessibility to students in centre

- Availability at break-times in centre
- Sharing of contact details for any issues
- Knowing names and background of Arabic speaking students in centre

### Assisting students with applications to university

- Supporting the work of the in-centre counselling team
- Promotion of the INTO placement service to students not progressing to Partner Universities
- Active promotion of INTO's service throughout the academic year and post-results

### The 'Older Brother / Older Sister'

- First point of contact for issues
- Respected source of information about adapting to life in the UK
- Respected source of information about applying for university in the UK
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### Assisting in in-centre sales to walk-in students

- Providing first point of contact for walk-in Arabic students
- Provide advice to students considering enrolling

### Pro-active response to centre issues

- Identifying and providing solutions to issues related to Arabic speaking students in centre
- Assisting with the induction, orientation and registration sessions for new students, including giving welcome talks, checking paperwork, organising campus cards, health registration and police registration;
- Keeping abreast of issues affecting international students (e.g. immigration requirements)
- To participate in an out of hours on-call rota, for dealing with emergency issues, using the 'Emergency Phone' including the arrivals periods
- At certain times of year some evening and weekend work will be required as part of this role and a flexible approach to working hours will be expected;

## Key accountabilities and duties

1. Ensure High levels of student satisfaction through effective communication and early intervention on matters of concern to Arabic speaking students through:
  - a. Participation in Orientation at the Centre and production of an Arabic language induction pack for students.

- b. Provision of general advice and assistance on campus and general lifestyle matters to Arabic speaking students, including optimising participation in the Social Programme
  - c. Proactive intervention in problems that arise and referral to relevant welfare or academic staff
  - d. Provision of interpreting and cultural awareness support to the Centre Director / Academic Managers /Student Services Team to manage students with issues and problems
  - e. Conduct Professional development updates to Centre staff on the requirements of Arabic students
2. Create a link to the Centre for parents of Arabic students:
- a. Provide parents with regular email and telephone updates on student progress
  - b. Provide updates on issues with students that require a warning or early intervention to ensure “no surprises”
  - c. Copy communication to the Regional Office as appropriate to re-inforce matters with parents
  - d. Maintain a database of all Arabic student contact details
3. Support the growth of business from Arabic speaking countries through:
- a. Working to maintain a positive brand image online for the Centre
  - b. Working to maintain a positive image of the Centre by creating positive word of mouth endorsements from current students
4. Support Progression and tracking of Arabic speaking students once completing their INTO programme of study.
- a. Maintain constant contact with Arabic speaking students throughout their programme of study to ensure that desired progression outcomes for student and centre are achieved
  - b. Assist in providing counselling advice to students who do not progress to host institution
  - c. Track individual students not progressing to host to identify actual progression institutions
5. Support Centre Marketing & Communications
- a. Ensure centre / university brand is reflected positively online in Arabic language websites
  - b. Proactively engage with feedback on Arabic language websites
  - c. Translation of centre Arabic materials
  - d. Creation of student profiles in Arabic
6. Help to promote Sales within the Centre through:
- a. Provide counselling to prospective ‘walk-in’ students to the centre
  - b. Coordinate and host Arabic speaking visitors (parents, students, education counsellors)
  - c. Coordinate with enrolment services re: managing enquiries Arabic speaking applicants

**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.

### Location

INTO Manchester Centre

### Salary

£22767- £29597 (pro rata) Band C

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 criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

### 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.

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### Person Specification

	Essential	Desirable
<b>Legal Status</b>	<ul style="list-style-type: none"> <li>• Appropriate DBS disclosure 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>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Undergraduate degree or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Professional qualifications relevant to the role</li> </ul>
<b>Experience / Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Excellent command of written and spoken English</li> <li>• Fluency in Arabic at native speaker or near native speaker level</li> <li>• IT literate with good skills in Microsoft Office and databases</li> </ul>	<ul style="list-style-type: none"> <li>• Management / Teaching experience in an international study environment</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Customer Service orientated approach</li> <li>• Approachable but commanding respect</li> <li>• Consistently displays a positive approach to the working environment.</li> </ul>	

	<ul style="list-style-type: none"><li>• Ability to prioritise, meet deadlines, work under pressure</li><li>• Committed and responsible for promoting and safeguarding the welfare of children and young adults.</li></ul>	
<b>Knowledge and Understanding</b>	<ul style="list-style-type: none"><li>• .Understanding of the UK higher education sector</li><li>• Knowledge of the needs and expectations of Arabic students in the UK</li><li>• Understanding of the skills and knowledge required by students to make a successful transition into higher education programmes at undergraduate and postgraduate level</li></ul>	<ul style="list-style-type: none"><li>• Personal familiarity with the challenges of language learning and / or of living in a foreign country</li></ul>