

## Job Advert

# Chinese Language Support Officer

**REF: CLSO/06/19**

### Context

At INTO City, University of London we provide a range of courses preparing international students for undergraduate and postgraduate study at City University - or at other Colleges and Universities across the UK. Our Centre, at 102 Middlesex St, London, E1 offers excellent teaching and learning facilities right in the heart of the City. We are a team of academic and professional support services colleagues who are committed to providing high quality teaching and learning to our students. We work together to ensure that our students are fully prepared for University level studies and that they have a first class 'all round' experience of study and life in London.

### Job Dimensions

The role will involve assisting the Head of Student Services in providing a high level of customer care for INTO City, University of London's Chinese students in order to increase levels of progression to higher education of PRC students. This will include identifying and providing solutions to issues related to PRC students in centre such as adapting to life in the UK, applying to universities in the UK and feeding back on programme issues related to students. The candidate will also be expected to support the student services team during busy and peak periods.

### Requirements

The ideal candidate should possess:

- An undergraduate degree or equivalent
- Professional qualifications relevant to the job desirable
- Fluency in Chinese (Mandarin) at a near speaker level
- Good knowledge of UK Higher Education and universities
- Experience of working with international students
- Knowledge of the needs and expectations of Chinese students in the UK
- Desire and aptitude to contribute to a successful and fast growing educational establishment in the heart of London



## Salary

The post is aligned to Salary Band C £25,726 – £33,444 per annum, inclusive of London Weighting Allowance, dependent on skills and experience.

**For more information on this role including a full job description please visit [www.intohigher.com/jobs](http://www.intohigher.com/jobs)**

## Application process

To apply for this post, please send a CV and cover letter, outlining why you would be suitable for this role and how you meet the criteria in the person specification section of the job description to [hr.intomiddlesexstreet@intoglobal.com](mailto:hr.intomiddlesexstreet@intoglobal.com).

**Please note that applications sent without a cover letter will not be considered for shortlisting.**

**Closing date for the applications is: 12:00pm on Friday 14<sup>th</sup> June 2019.  
Interviews will be held in the week beginning Monday 17<sup>th</sup> June.**

## 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 (DBS) check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions**

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