

Job description

Chinese Language Support Officer

Context

INTO University Partnerships (IUP) is an organisation working in partnership with leading British universities and investing in the development of world-class international student centres. INTO Centres specialise in preparing students for undergraduate and postgraduate study in the UK, with a clear focus on and commitment to the delivery of the highest quality student experience. Each INTO Centre is managed by a joint venture board on which IUP and the partner university are equal shareholders.

Reporting line

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

Job purpose

The Chinese Language Support Officer will be responsible for ensuring increased levels of progression to higher education of PRC 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 Chinese 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 PRC student progression following completion of programme
- Increasing overall progression to host institution
- Increasing overall progression to HE
- Creating a positive online brand for the centre

Role responsibilities

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

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

Regular meetings with Programme Managers/Academic Director

- 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 – the student hotline
- Provision of general advice and assistance on campus and general lifestyle matters to Chinese speaking students
- Knowing names and background of PRC students in centre

Assisting students with applications to university

- Supporting the work of the in-centre counselling team
- Advising students against going to local agents
- Promotion of the INTO placement service to students not progressing to host
- Positively contrast INTO's service against local predatory agents

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

Assisting in in-centre sales to walk-in students

- Providing first point of contact for walk-in Chinese students
- Provide advice to students considering enrolling
- Provide support to the student services team when required

Pro-active response to centre issues

- Identifying and providing solutions to issues related to PRC students in centre
- Develop good working relationships with the joint venture university staff as necessary;
- Assist with the induction, orientation/registration, admissions support, sessions for new students, including giving welcome talks, checking paperwork, organising campus cards, health registration and police registration;
- Ensure that processes are in place for the preparation and delivery of paperwork for students (e.g. bank letters and visas, Progression data and information etc)
- Keep abreast of issues affecting international students (e.g. immigration requirements and University regulations)
- Ensure that the welcome desk is properly staffed at all times and work closely with the Student Services Team Leader in ensuring that Student Services staff are trained and able to deal with enquiries at the Welcome desk
- To participate in an out of hours on-call rota, for dealing with emergency issues, using the 'Emergency Phone'
- 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;

Accountabilities

1. Ensure High levels of student satisfaction through effective communication and early intervention on matters of concern to Chinese speaking students though:

- a. Participation in Orientation at the Campus and production of a Chinese language induction pack for students.
 - b. Provision of general advice and assistance on campus and general lifestyle matters to Chinese speaking students,
 - 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 Principal / Programme Managers/Student Services to manage students with issues and problems
 - e. Conduct Professional development updates to campus staff on the requirements of Chinese students
2. Create a link to the campus for parents of Chinese 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 data base of all Chinese student contact details
 3. Support the growth of business from China through:
 - a. Working to maintain a positive brand image online for the centre / university
 - b. Working to maintain a positive

Key accountabilities

These include:

Progression

- Maintain constant contact with PRC students throughout their programme of study to ensure that desired progression outcomes for student and centre are achieved
- Assist in providing counselling advice to students who do not progress to host institution
- Track individual students not progressing to host to identify actual progression institutions

Marketing & Communications

- Ensure centre / university brand is reflected positively online in Chinese language websites
- Proactively engage with feedback on Chinese language websites
- Translation of centre Chinese materials
- Creation of student profiles in Chinese

Sales



- Provide counselling to prospective 'walk-in' students to the centre
- Coordinate and host Chinese visitors (parents, students, education counsellors)
- Coordinate with enrolment services re: managing enquiries from PRC 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.**

Salary

Salary Band C £25,726 - £33,444 per annum, inclusive of London Weighting Allowance, dependant on skills and experience

Location

Central London, close to Liverpool Street Station.

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

See next page for person specification



Person specification

The post holder must be able to demonstrate with evidence the following;

	Essential	Desirable
Legal status	<ul style="list-style-type: none"> • Appropriate DBS disclosure will be required prior to confirmation of appointment. • PRC national 	<ul style="list-style-type: none"> • Legal resident status in the UK
Education and qualifications	<ul style="list-style-type: none"> • Undergraduate degree or equivalent. 	<ul style="list-style-type: none"> • Professional qualifications relevant to the job.
Experience/ knowledge and skills	<ul style="list-style-type: none"> • Fluency in Chinese (Mandarin) at near speaker level • Excellent communication skills in English • IT literate • Experience of working with international students. 	<ul style="list-style-type: none"> • Management / teaching experience in an international study environment
Personal attributes	<ul style="list-style-type: none"> • Customer-service orientated approach • Approachable, but commanding respect 	
Knowledge & understanding	<ul style="list-style-type: none"> • Understanding of the UK higher education sector. • Knowledge of the needs and expectations of Chinese students in the UK. • Understanding of the skills and knowledge required by students to make a successful transition into higher education programmes at undergraduate and postgraduate levels 	<ul style="list-style-type: none"> • Personal familiarity with the challenges of language learning and/or of living in a foreign country.