

PARTNER UNIVERSITY ADMINISTRATIVE ASSISTANT

Job Description

Overview:

Through innovative partnerships with leading universities, INTO University Partnerships strives to expand opportunities for higher education, ensure success, and transform the lives of the students and staff of its partner programmes.

INTO's Mission is underpinned by five core values: (i) Purpose, (ii) Partnership, (iii) Performance, (iv) Passion, and (v) Pride. INTO relies upon employees across the world who share these values, and strives to build a global organisation comprising a full diversity of talents and cultures.

In collaboration with participating university partners, INTO launched its maiden University Access Centre (UAC) in June 2018 in Suzhou, China – the first of its kind in the arena of international student marketing and recruitment.

The UAC is an all-access space designed to provide every service needed by any student who wants to study abroad and benefit from free, accessible, and quality information directly from in-house university International Officers.

Position:

The title of the role is: *UAC Partner University Administrative Assistant*.

Location:

The post will be based at the UAC in Suzhou Industrial Park (SIP).

Reporting Line:

The role will report to the Centre Director of the UAC Suzhou.

Job Purpose:

The overarching aim of the role is to support the UAC's administrative and admissions processes and provide support to students and other UAC staff alike with the complex process of preparing to study at an overseas university. The role is not specific to one individual university and the Partner University Administrative Assistant will be an important member of the UAC's Central Team, required to work with all stakeholders.

Main Duties and Responsibilities:

The responsibilities of this position may change and develop over time, but will include:

- Providing administrative and back-office support for the Centre, including the UAC's International

Officers, who spend a proportion of their time out of the Centre on business and dealing with external stakeholders

- Performing general reception duty and administrative tasks for the UAC, including daily facilities set-up, and tracking daily Centre footfall of first-time and repeat visitors to add to the daily footfall report
- Ensuring all appropriate visitors are referred to a UAC Advisor or relevant International Officer based in the Centre for further counselling on specific university options
- Setting-up applications for students on behalf of Advisors and International Officers using the in-Centre application platform, and forwarding admissions updates between students and the relevant staff
- Carrying out timely and regular follow-up with students, universities and UAC colleagues, in order to “keep things moving” and ensure the Centre’s smooth operation
- Being comfortable simultaneously handling multiple students with differing needs, and at times serving as the communicative cog between the student and relevant university contact points
- Providing students with assistance on a wide range of steps related to their overseas study journey
- Understanding and adhering to protocols concerning the entering and reporting of all activities and engagements with students, as well as the UAC’s Salesforce CRM system and application platforms
- Quickly mastering and maintaining an expert level of knowledge about the unique selling points and application procedures of all universities participating in the UAC
- Quickly mastering and maintaining an expert level of knowledge about the visa processes for international students in the UK and the US
- Assisting with the planning and implementation of university-specific events, presentations, and pre-departure briefings held in the UAC
- Presenting a professional and positive image of all participating universities, INTO, and the UAC at all times through a courteous and professional manner
- Maintaining the highest possible standard of customer service while always putting the student first
- Participating in an annual performance review
- Being flexible, and willing to work in evenings and on weekends.

Specific Requirements:

Education and qualifications	Required	Preferred
An undergraduate degree	✓	
Previous overseas study experience		✓
Experience, knowledge & skills	Required	Preferred
A strong understanding of the process and requirements for applying to overseas universities	✓	
Previous experience of dealing with applications to universities in the UK and US	✓	
Ability to prioritise, meet deadlines and perform under pressure	✓	
Exceptional organisational skills, with excellent attention to detail	✓	
Mandarin Chinese and English language fluency	✓	
Ability to work independently to a high standard without constant supervision, and an excellent level of customer service	✓	
Competent IT and analytical skills	✓	

Quick learner, capable of mastering processes for new partners or countries who may join the UAC	✓	
Ability to build and maintain relationships with students, peers, and senior managers	✓	
Previous experience handling student visa applications to the UK and US	✓	
A thorough understanding of the education agent industry in China	✓	
Previous experience working within an education agency		✓
Previous experience working with INTO and/or INTO partner universities		✓
Personal attributes	Required	Preferred
Enthusiastic, performance-driven team player	✓	
Exceptional written, verbal, and presentation skills (both in English and Mandarin Chinese)	✓	

Application

If you have the necessary skills, experience and interest for this post, please submit the following to apple.nie@intoglobal.com and russell.brown@intoglobal.com:

1. Cover Letter
2. Resume
3. Contact information for at least two references

Your CV should include your current and expected salary. The covering letter should include why you are interested in working for INTO University Partnerships, and demonstrate key competencies.