

Job description

Student Services Officer – Welfare

Context

INTO University Partnerships works with leading UK and US universities, investing in the development of world-class international student centres. With a clear focus on and commitment to the delivery of the highest quality of student experience, we specialise in preparing students for undergraduate and postgraduate study at partner institutions and other leading universities in the UK and beyond. Our Centres, upon successful completion, deliver guaranteed progression to undergraduate and postgraduate courses as well as standalone English language courses. INTO Manchester is a wholly owned INTO University Partnerships venture.

Reporting line

The Student Services Officer – Welfare reports to the Student Services Manager - Accommodation and Welfare.

Job purpose

To play a key role in delivering a comprehensive welfare support service offering individual advice, guidance and support to students.

To assist the Student Services Manager – **Accommodation and Welfare**, Head of Student Services and the rest of the Student Services team in providing a high level of customer care throughout their admissions and enrolment process.

To help maintain accurate student records and to act as the key contact for Welfare support, enquiries, providing support and guidance for any welfare related issues and liaising closely with key stakeholders for INTO's students to help enhance their student experience.

Job dimensions

Provide a high-quality service to all INTO students, internal and external stakeholders. To be a knowledgeable and trusted point of contact. To be confident and able to manage under pressure and to deal with requests and enquiries as appropriate. A breakdown in main responsibilities is stated below;

Student Support and Welfare

- To be part of a comprehensive welfare support service offering individual advice, guidance and support to students.
- Keeping accurate records and completing risk assessments, as and where required.
- Awareness of personal boundaries, and when to refer welfare cases to internal and external agencies for support as and when required.
- To assist with maintaining and overseeing an “under 18” welfare policy and procedures to ensure that students under 18 years of age feel safe and supported whilst studying at the centre.
- To keep abreast of relevant legislation and best practice in this area by attending courses and workshops as necessary.
- Assist the Student Services team to meet with students to address attendance and engagement issues
- To meet and provide information to students on welfare issues/concerns. Ensuring students are supported and guided and provided with accurate information and are able to access
- To keep abreast of relevant legislation and best practice in this area by attending courses and workshops as necessary.
- Assist the Welfare team in delivering Personal Social Health and Economic (PSHE) sessions
- To be an out-of-hours emergency contact for students on a rota basis;
- Develop effective working relationships with students and other INTO customers and Stakeholders

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- To be involved in and be willing to lead key initiatives as needed;
- Keep abreast of issues affecting international students (e.g. immigration requirements and University regulations);
- To contribute to the development of a collaborative working environment to maintain and enhance the quality of the student learning experience and the working conditions of centre staff.
- To work closely across teams to ensure an excellent student experience;

Student Admissions and Compliance

- Help potential customers understand the programmes offered by INTO and the progression requirements for potential University courses;
- To maintain accurate student records and information in the Centre systems and to provide reports and management information as required by the Senior Management team.
- Contribute to the development of admissions processes and systems;
- Provide relevant pre-arrival and registration information to students and education counsellors;
- To work closely across teams to ensure an excellent student experience;
- To provide assistance and information to help deliver orientation week & deliver presentations on a range of topics.
- Helping to organise student registration during Orientation week, focusing on ensuring all required registration documents are collected in a timely manner.
- Assist termly with the Re-registration of students to ensure that accurate records are maintained

Accommodation

- To assist with the arrival and registration of students if required.
- Assist with the coordination of airport arrivals / departures of students
- Assist with check in and check outs of students from INTO arranged accommodation
- Respond to basic information requests regarding accommodation provided by INTO. Refer to the Accommodation team as required
- To be able to allocate students appropriately to residential accommodation using relevant systems (as and when required)
- Undertake accommodation visits with parents, students and educational counsellors as and when required

Social Activities

- To work with the Student Services team to ensure that an all-inclusive social programme is delivered as part of a strong support network for students.
- To organise and lead on social activities throughout the academic year, as part of the Student Services team.

General

- To establish and maintain good working relationships with our partner Universities peers and colleagues at INTO Centres;
- To provide relevant information as required by senior management, stakeholders and colleagues in a timely and effective manner;
- To assist with covering the reception desk in the absence of staff if necessary;
- To provide emergency 'out of hours' assistance & support where required with the Student Services team.
- To contribute to the development of a collaborative working environment in order to maintain and enhance the quality of the student learning experience and the working conditions of centre staff.
- To promote and support the INTO Centre and the business in a positive manner.
- To use own initiative when dealing with problems/issues arising and take responsibility for follow up actions.
- Any other duties commensurate with the abilities of the post holder from time to time as requested by the line manager.
- Some evening and weekend work may be required at peak times as part of this role and a flexible approach to working hours will be expected.
- Occasional travel overseas and within the UK may be required.
- **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 methods of working**

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.

Location

INTO Manchester Centre, Bridgewater House, 58-60 Whitworth Street, Manchester, M1 6LT

Salary

Salary 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.

See next page for Person specification

Person Specification

	Essential	Desirable
Legal Status	<ul style="list-style-type: none"> • Appropriate DBS disclosure will be required prior to confirmation of appointment. • Eligibility to work and travel freely to and from UK, i.e. valid UK or EC passport. 	
Education/Qualifications	<ul style="list-style-type: none"> • Excellent command of written and spoken English. • Educated to degree standard or equivalent • Good IT skills including competence in the production and analysis of data using excel. 	Fluent in Arabic or Chinese Language
Personal Qualities	<ul style="list-style-type: none"> • Warm, friendly and approachable. • Ability to build and manage relationships with peers, senior managers, academic stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds. • Consistently displays a positive approach to the working environment. • Displays empathy to student problems and issues • Commitment to working as part of a team. • Able to work on own initiative. • Displays a professional appearance at all times 	
Experience	<ul style="list-style-type: none"> • Experience of how cultural differences affect people. • Demonstrate experience of administration in a fast-paced changing environment. • Ability to communicate with colleagues and students at all levels and ensure the message is clearly understood. • Experience of maintaining and keeping accurate records. 	<ul style="list-style-type: none"> • Experience of working in international education and/or working with international students.
Skills/Knowledge	<ul style="list-style-type: none"> • Knowledge of UKVI policies relating to International students. • Ability to be assertive and constructive when required. • Understanding of international student needs. • Knowledge/understanding of working in student admissions or student services and ability to deliver excellent customer service. • Ability to communicate clearly and effectively. • Ability to deal with challenging customers and stakeholders. • Ability to prioritise, meet deadlines and work under pressure. • Ability to produce, update and summarise reports. • Excellent attention to detail • Flexibility and willingness to undertake and learn new tasks. • Good team player. • Ability to work with clear systems and processes and produce the required management information accurately. • Committed and responsible for promoting and safeguarding the welfare of children and young adults. 	<ul style="list-style-type: none"> • An interest in other nationalities and cultures. • Knowledge/understanding of working in a busy administration department. • Willingness and experience of training and developing other team members. • Use of Salesforce database or another similar database.

Key Competencies:

Leading and deciding:

- Deciding and initiating

Supporting and co-operating:

- Working with people
- Adhering to principles and values

Interacting and presenting:

- Relating and networking
- Presenting and communicating information

Analysing and interpreting:

- Writing and reporting

Organising and executing:

- Planning and organising
- Delivering results and meeting customer expectations
- Following instructions and procedures

Adapting and coping:

- Adapting and responding to change
- Coping with pressure and setbacks