

## CENTRE OPERATIONS MANAGER, UNIVERSITY ACCESS CENTRE (HO CHI MINH CITY)

### 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 is launching its second University Access Centre (UAC) in late 2019 in Ho Chi Minh City (HCMC), Vietnam.

The UAC is a new initiative designed to support a wide range of internationalisation priorities for participating universities, including the recruitment of additional students from key source markets and increasing profile and presence overseas to facilitate other in-market projects. For students interested in studying overseas, the UAC aims to provide quality counselling and advice in a conveniently-located 'one-stop-shop' environment for all their study abroad needs.

#### Location:

The post will be based at the UAC in Ho Chi Minh City, Vietnam.

#### Reporting Line:

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

#### Main Duties and Responsibilities:

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

- Work closely with the Centre Director to provide leadership, vision and management to enable the UAC to deliver its strategic and operational objectives;
- Promote and deliver an outstanding experience for all UAC staff and student visitors;
- Manage education agent relationships for the UAC, monitoring IO visits and managing requests from INTO Regional Office colleagues;
- Oversee and ensure optimal use of the UAC Salesforce system by all staff, including leads queue management, task tracking, events and meeting recording, and regular data cleaning;

- Responsible for management and updates of the UAC's Local Education Agent Directory, Local Institution Directory, and Local Company Directory and other central resources;
- Support effective relationships with key internal and external stakeholders, including participating university personnel, colleagues within the INTO network, staff and leadership at other partners and institutions in HCMC, and educational agency contacts in the UAC HCMC remit area;
- Work closely with the UAC Centre Director and East Asia Regional Office team to ensure the smooth integration of both the UAC and RO teams in the Centre;
- Work closely with the IELTS testing team to ensure smooth daily testing operations and execution of other IELTS-related events in the Centre;
- Ensure the implementation of an effective lead capture process for all student visitors to the Centre;
- Provide the day-to-day management of the Receptionists/Advisors to ensure appropriate performance and standards being met;
- Be responsible for new staff orientation and training scheduling, and where needed, re-training for current staff;
- Oversee and ensure the optimal day-to-day general functionality of the UAC, including opening and closing procedures, staff turnout (punctuality and appearance), IT equipment performance, lights, Internet and AV equipment set-up throughout the Centre;
- Be responsible for the basic and practical financial management of the centre, including management of expense reports, cash floats, and any inbound or outgoing payments as appropriate, also providing finance reports to the Centre Director and INTO senior management as required;
- Work with the central UAC team to organise and execute an annual schedule of events within the Centre, and support on the execution of such events;
- Deliver reports and presentations to key stakeholders as requested;
- Participate in an annual performance review;
- Provide support and best-practice feedback to potential Centres that may launch in the future;
- Be flexible, and willing to work in evenings and on weekends.

**The 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 or operational developments which may impact upon your job duties or methods of working.**

### **Specific Requirements:**

<b>Education and qualifications</b>	<b>Required</b>	<b>Preferred</b>
An undergraduate degree	✓	
A postgraduate qualification, or other qualifications relevant to the job		✓
Previous overseas study experience		✓
<b>Experience, knowledge &amp; skills</b>	<b>Required</b>	<b>Preferred</b>
Ability to build effective relationships with key stakeholders	✓	
Ability to prioritise, meet deadlines and perform under pressure	✓	
Initiative-taking and problem-solving capability, with excellent attention to detail	✓	
Vietnamese and English language fluency	✓	
Demonstrated ability to deliver against targets/KPIs	✓	

Experience working in an international context or for an international organisation in the higher education industry	✓	
Strong commercial acumen, and an excellent level of customer service	✓	
Strong IT hardware, AV, and analytical skills	✓	
Experience in operational finance management	✓	
Experience with IELTS and English language testing	✓	
<b>Personal attributes</b>	<b>Required</b>	<b>Preferred</b>
Enthusiastic, performance-driven team player	✓	
Exceptional written, verbal, and presentation skills	✓	