



Job advert

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

Context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched 24 partnerships with universities in Europe, North America and Asia. We have enrolled over 67,000 students from 166 countries and now have about 1700 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far

Requirements

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;

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- 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.

Application process

Please refer to the job description for this post for the necessary skills and experience required. Send your CV along with a covering letter stating why you are suitable for the role and where you saw it advertised to: Apple Nie **via email to:** apple.nie@intoglobal.com

The closing date for applications is Friday 13th September 2019

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 may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

For further details, a full job description and a copy of our Candidate Privacy Notice see <https://intoglobal.com/jobs>

INTO is an equal opportunities employer.

INTO is committed to safeguarding and promoting the welfare of young people, and child protection screening will apply.

<http://www.intoglobal.com/>



INTO Giving is the charitable arm of INTO University Partnerships and is committed to increasing access to education and improving the quality of education for disadvantaged young people around the world. INTO employees are encouraged to take an active role in INTO Giving.

To find out more please visit www.into-giving.com.