

# Job Description

## Head of Student Services

### Context

INTO is an organisation working in partnership with leading British Universities and investing in the development of world-class international student centres. It specialises in preparing students for undergraduate and postgraduate study in the UK. Our Centres deliver guaranteed progression onto leading British undergraduate and postgraduate courses. Each INTO Centre is managed by a joint venture management board in which INTO and the partner university are equal shareholders.

### Reporting line

The Head of Student Services reports to the Centre Director.

### Job purpose

- To ensure high levels of student satisfaction, by delivering high quality student support, including welfare, student administration, accommodation and social activities. Provide sound judgement and advice to the Centre Director in relation to enhancing the student experience and minimising organisational risk, particularly around UKVI, Educational Oversight and safeguarding legislation.

### Job dimensions

- As a member of the local Senior Management Team, you will support the Centre Director in the delivery of the strategic and operational objectives of the Centre. In addition to your key accountabilities you will demonstrate role model behaviour and organisational compliance.
- To take overall responsibility for a team in a campus based learning and residential environment all year round.
- You will also be required to deputise for the Centre Director when required and as appropriate.

### Student Support and Welfare

- Designated safeguarding lead.
- To provide a duty of care to all our students, paying particular attention to those aged under 18 in the context of national and local safeguarding legislation.
- To keep up dated on relevant policies and procedures relevant to international students and student welfare.
- Draft and review any relevant policies or procedures relating to the welfare of students in line with statutory, regulatory and corporate requirements.
- Ensure that all the employees within the student services team follow the agreed processes and procedures drawing particular attention to relevant legislation and IUP Child Protection Policy.
- To deal directly with student welfare issues signposting onto other agencies as appropriate.
- Oversee all non-academic behaviour and disciplinary issues.
- To deliver a student induction programme ensuring that students are knowledgeable and informed at the start of and during their time in the Centre.
- To run a front desk and telephone service as needed by the students.
- To liaise with and listen to students to ensure high levels of student satisfaction.
- To manage the arrival of students into the Centre ensuring that all services provide joined up, consistent and high quality delivery.
- To respond promptly and professionally to non-academic student complaints.

## Student Administration

- To provide alongside the University, documentation in compliance with current UKVI Regulations
- To provide pre departure guides and other student information in a timely manner.
- To provide workshops on student visa extensions in conjunction with the University and with consideration to visa regulations.
- To ensure that students are issued with correct paperwork in relation to banking, council tax and visa renewals.
- To co-ordinate the students safe arrival at the Centre by liaising with taxi companies and Central Admissions.
- To ensure audits of student documentation, internal and external, and processes and policies are fully compliant with current legislation
- Ensure accurate student records and systems are maintained.

## Accommodation

- To ensure students accommodation preferences are met where possible and that student satisfaction remains high with regards to their living arrangements.
- To allocate students accommodation.
- To liaise with the University accommodation office to place students.
- To ensure maximum occupancy within the INTO residences.
- To monitor behaviour within the residences to ensure resident students enjoy a good living experience.
- To ensure that the under 18's or vulnerable students are carefully monitored in line with our regulatory and statutory obligations.
- To ensure that Health and Safety issues within residences are reported and resolved.

## Social Activities

- To co-ordinate and manage a range of social activities within and out of the Centre.
- To ensure that risk assessments are carried out at an appropriate level.
- To encourage the integration of nationalities through social activities.
- To liaise with the Student Union over joint initiatives.

## People Management

- Inspire and motivate Student Services staff to deliver high quality performance in all areas.
- Line Manage Student Services staff and influence all staff who contribute to the student experience
- Manage the performance and development of all Student Services Staff within the Centre.
- Promote a collaborative working environment to maintain and enhance the quality of the student experience
- Oversee and develop all aspects of Student Services staff development.

## Other

- To establish and maintain good working relationships with the partner University and peers and colleagues at INTO Centres;
- Establish and maintain good working relationships with the sales and marketing team, providing input to marketing material as required;
- Provide timely and accurate information as required by the Centre Director or the Joint Venture Board;
- Manage the unit within any agreed budget;
- To work outside of office hours where required
- 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 or methods of working.**

## Location

- INTO University of Stirling - Scotland



## Salary

Band E - £37,014 - £50,080 per annum depending on skills, qualifications and experience.

## 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) copies of qualifications will be required;
- reference requests will specifically ask whether there is any reason why candidates 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 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 before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.**

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

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](http://www.into-giving.com).

**See next page for Person specification**

## Person Specification

	Essential	Desirable
<b>Legal Status</b>	<ul style="list-style-type: none"> <li>• Appropriate PVG check (Prevention of Vulnerable Groups) will be required prior to confirmation of appointment.</li> <li>• Eligibility to work in and travel freely to and from the UK, e.g. valid UK or EC passport.</li> </ul>	
<b>Academic Qualifications</b>	<ul style="list-style-type: none"> <li>• Undergraduate degree or equivalent.</li> </ul>	
<b>Skills/Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent command of written and spoken English.</li> <li>• Good IT skills including competence in the production and analysis of data.</li> <li>• Excellent attention to detail and accuracy</li> <li>• Creative, passionate, quick thinking, driven by energy and enthusiasm – coupled with personal warmth and approachability.</li> <li>• Facilitative management style.</li> <li>• Ability to build and manage relationships with peers, senior managers, University stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds.</li> <li>• Demonstrate ability to manage and motivate a team in a fast-paced dynamic environment.</li> <li>• The ability to prioritise, meet deadlines, work under pressure and, when necessary, with minimal resources.</li> <li>• Commercially astute, with the ability to reconcile the twin imperatives of delivering quality programmes and working in a commercial environment.</li> <li>• Ability to put in place procedures that are effective and efficient.</li> <li>• Knowledge of working in a University and/or international administration environment.</li> <li>• Ability to communicate with employees at all levels and ensure the message is clearly understood.</li> <li>• Ability to recruit and develop employees, through training and effective performance coaching.</li> <li>• Understanding of working in student admissions or student services and proven delivery of excellent customer service.</li> <li>• Committed and responsible for promoting and safeguarding the welfare of children and young adults.</li> </ul>	<ul style="list-style-type: none"> <li>• An awareness of issues in marketing educational services in an international context.</li> <li>• Use of SITS database or another similar database.</li> </ul>