

## Job advert

# 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. INTO Centres deliver guaranteed progression to leading British undergraduate and postgraduate courses. Each Centre is managed by a joint venture management board on which INTO and the partner university are equal shareholders**

### Requirements

We are currently recruiting for the position of Head of Student Services. This opportunity provides a chance to develop and influence the delivery of excellence for student care and satisfaction. This will include senior management responsibility for the key areas of student admissions (including visa compliance, Tier 4 and CAS), accommodation and student services and welfare.

The Head of Student Services will be responsible for providing leadership and oversight for the Student Services team, ensuring excellent levels of customer service, welfare support and compliance with legal and regulatory frameworks.

As a member of the Centre Senior Management Team, you will have effective leadership and exemplary behaviour skills. Passionate and motivated by the delivery of high standards of care and welfare, you should already have experience of providing services to students and of managing staff in a busy operational environment. Outstanding communication and relationship-building skills are required

### Essential requirements:

- Eligibility to work in and travel freely to and from the UK
- Undergraduate degree or equivalent
- Knowledge of working in a University and/or international administration environment
- Understanding of working in student admissions or student services.
- Experience of leading successful team with effective line and performance management

### Desirable:

- An awareness of issues in marketing educational services in an international context
- Use of SITS database or another similar database.

## Salary

Band E - £37,014 - £50,079 per annum depending on skills, qualifications and experience.

## Application Process

If you feel you have the necessary skills, experience and interest for this post, please send your CV with a covering letter saying why you are interested in working for INTO University of Stirling and why you are suitable for the position to Mary Donati at [mary.donati@stir.ac.uk](mailto:mary.donati@stir.ac.uk)

**The closing date for submission of applications is Sunday 25 April 2021.**

**Interviews scheduled for the week beginning 3 May 2021.**

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

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