

Job description

Student Placement Officer

Permanent

Job Reference: INTOQUB- SPO-01-20

Context

INTO University Partnerships is an independent organisation committed to expanding higher education and career opportunities for students across the globe.

We believe in the power of education to transform lives. We believe that movement of students leads to movement of ideas, which in turn creates better and more successful societies.

We connect students seeking quality international education with leading universities worldwide aspiring to widen their global reach and impact. Achieving the best learning experience and career prospects for students is central to our mission.

Since our inception in 2005, INTO has pioneered innovation in international education and created ground-breaking partnerships with 30 universities in the US and UK. We have so far helped more than 130,000 students from 190 countries realise their dream of achieving a degree from a world-class university. We also equip students to get a head start in building a career. We do this by offering exceptional academic and employability skills programmes.

We are active in over 120 countries and provide unrivalled personalised service to international students with more than 1,500 experienced staff worldwide and a global network of 2,000 recruitment partners.

The INTO Queen's University Belfast (INTO QUB) joint venture with Queen's University, Belfast commenced in 2009.

Reporting Line

The post holder will report internally to the INTO QUB Student Admissions & Enrolment Manager but will also have dotted line reporting to other managers for respective aspects of the role ie. the INTO University Partnerships Manager (for Placements) and the QUB Progression Manager (for Progression).

Job Categories

Student Services

Job Purpose

The post fills a number of functions related to the recruitment of students on to pathway programmes and the progression and placement of students who successfully complete their programmes. These divide into: Placement, Progression & Cascading and are detailed below.

To assist with maximising the progression of INTO Queen's students to full academic programmes within Queen's University. The position will work closely with the Queen's University Progression Manager to support students and work closely with Queen's University Faculties, Academic Schools and Queen's University administration support functions (International Admissions, International Student Support).

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Supporting University placement of students at INTO Queen's University Belfast (INTO QUB). The post holder will draw on resources (including centrally negotiated placement agreements, comprehensive training and a range of common procedures) established by INTO Student Placements. Working closely with INTO Academic, Student services and placement staff as well as with QUB staff supporting Foundation, International Year One and Graduate Diploma students applying in applying to Universities from our affiliate's network. This customer-focused role will include some travel within the UK, to other INTO centres and to key INTO affiliate Universities.

The Student Progression and Placement Officer will work closely with the Admissions and Enrolment Manager at INTO Queen's and, from time-to-time, with the University Admissions department and International Office, to cascade students who have applied for Queen's University programmes for both Pre-session English and pathway courses.

Key Accountabilities

Placement Officer:

- To provide structured advice and counselling to Academic English students and for Pathway students in relation to the completion and submission of university applications
- To assist the Queen's University Progression Manager to provide structured advice and counselling to all students, assisting with the organisation of progression events to enhance the student experience, including School Fairs, meeting with INTO Queen's Alumni, etc.
- To deliver excellent customer service to students in securing alternative university places to our university partners for suitably qualified students.
- To maintain accurate and up to date university placement and progression records which will be used to contribute to the overall picture of the service level and success of placement and progression to higher education achieved by INTO students.
- To provide materials, workshops and training sessions on the relevant stages of university application processes, for example, the development of personal statements or on deciding course and university choices and to organise and manage visits to affiliate Universities.
- To pro-actively contact affiliate institutions and other universities regarding entry requirements, product knowledge and student offers.
- To communicate and engage with INTO's Regional Offices and ensure our student placement successes are reported back to market.
- Working with University Progression Officers/Managers, to ensure delivery of holistic approach in the progression to students to higher education – which maximises progression of suitably qualified students to our partner universities, such as INTO Queen's University Belfast.
- Work closely with Progression Officer and Academic support staff to ensure all students receive the correct correspondence on the release of their exam results.
- To support INTO partner Universities, in ensuring that INTO students who meet the University's entry criteria are strongly encouraged to apply to those partners.
- To proactively support group planning, training and development activities and initiatives.
- Promote upcoming events within the INTO Queen's Centre and directly with the students.
- Keep accurate records of student's progression choices.
- General administrative work including report writing, analysis, and production of relevant statistical data for INTO Queen's sub groups.
- Attend progression events with students, introduce students to the relevant staff members, take attendance, and help students ask questions.
- Assist all students complete their applications forms to Queen's University Belfast.

Cascading:

- To counsel students and offer advice and support to potential applicants on entry requirements, the

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admissions process, visa requirements and progression opportunities with an absolute commitment to meeting strict response deadlines.

- Evaluate Queen's University applications, which have been unsuccessful for direct entry and make decisions regarding suitability for academic enrolment against agreed academic criteria.
- Evaluate and respond to student enquiries and applications via a variety of channels – both written and spoken - within agreed timescales.
- Assess suitability for academic enrolment against the agreed academic criteria of the University partner.
- Optimise student conversion rates from enquiries through to enrolment by maintaining good relationship management with key stakeholders – including students, agents, parent, sponsors and regional office staff.
- Work with both partners to develop an effective and efficient Cascading process.

General:

- Develop excellent working relationships with colleagues at INTO QUB, QUB Global Student Recruitment Team and INTO Head Office, Brighton, students, outside agents and other INTO customers, stakeholders and teams.
- Promote recruitment to INTO QUB & QUB as required.
- Demonstrate professional levels of customer service at all times.
- Be a committee Liaison officer for International Student Representative Committee
- Adhere to all company policies and procedures including those in relation to your own and others' health, safety and wellbeing.
- Be trained to a minimum of Level 1 Safeguarding.
- Comply with General Data Protection Regulations in relation to student and company data.
- To identify and take part in relevant training and/or self-development activities and apply relevant knowledge/learning outcomes to the role.
- Such other duties, as may, from time to time be required, as commensurate with the role and the needs of the business.
- **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 that may impact upon your job duties or methods of working.**

Location

INTO Queen's University Centre, Belfast. The post will be based at INTO Queen's University, Belfast. However, travel within the UK will be necessary and travel globally may be necessary. Therefore, flexibility is required to meet the demands of the post, including occasional weekend work. The post holder may be reasonably required to work from any INTO or Partner location at any time.

Salary

Appointment will be made on Salary Band C (£23,450.00 – £30,484.00per annum).

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.

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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.

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

See next page for Person Specification.

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Person Specification Student Progression and Placement Officer

	Essential	Desirable
Legal Status	<ul style="list-style-type: none"> • Appropriate Access NI disclosure checks will be required prior to confirmation of appointment. • Eligibility to work in and travel freely to and from the UK, i.e. valid UK or EC passport. • Current Passport to enable travel worldwide. 	
Education/Qualifications	<ul style="list-style-type: none"> • Educated to Graduate level, or equivalent 	
Experience and achievements	<ul style="list-style-type: none"> • Ability to deliver high levels of customer service and strong customer-service focus. • Ability to build and maintain professional relationships with staff and students. • The ability to handle difficult situations both robustly but also with tact & sensitivity. • Excellent ability in written and oral communication. Ability to build and manage relationships with students, parents and stakeholders from a range of linguistic, ethnic & cultural backgrounds. • Good planning & organisational skills & the ability to work under pressure. • Openness to students and colleagues from a range of cultures and languages. • Relevant background and experience of dealing with international students either in the UK or abroad. 	<ul style="list-style-type: none"> • Experience of dealing with applications and, ideally, placement of international students. • Experience of International Admissions and ability to use a number of admission systems. • Knowledge of UCAS & postgraduate application processes & academic requirements for University entrance. • Sound commercial intelligence and a commitment to the company's business related ethos. • A commitment to continuous professional development. • Contribution to the improvement of the student experience.
Skills	<ul style="list-style-type: none"> • High level IT skills including Microsoft Office. • English to native-speaker standard. • Flexibility. • Resilience in a challenging and changing environment. • Positive attitudes and behaviours - seeks solutions. • Cultural awareness and sensitivity. Ability to build and manage relationships with students, parents and stakeholders from a range of linguistic, ethnic and cultural backgrounds. • Anticipating and solving problems and identifying opportunities. • Excellent skills in producing, analysing, interpreting and acting upon relevant information and data – particularly academic performance. • Ability to present data to colleagues clearly and completely. • A good team player. • Integrity and personal rapport in dealing with students, many of whom will be disappointed and resistant to 	<ul style="list-style-type: none"> • Further language or languages skills particularly from key recruitment markets – e.g. Arabic, Mandarin, Russian

Key Competencies

Communication:	<ul style="list-style-type: none"> • Carefully prepares information to present e.g. selects the most appropriate way (e.g. PowerPoint, verbal) to communicate • Are clear and precise in their communication with others • Communicates key messages to their teams, customers and stakeholders on an ongoing basis • Presents facts based on evidence • Builds rapport with others • Anticipates and adapts communication style appropriately • Understands others needs e.g. reflects and re-iterates what they have heard
Teamwork	<ul style="list-style-type: none"> • Keeps others informed • Manages/distributes work appropriately based on who is best placed to deliver • Asks for ideas & opinions to resolve issues • Promotes good working relationships and intervenes to ensure conflicts are resolved • Publicly provides credit to others who have made valuable contributions and performed well • Encourages, motivates & builds confidence of others
Customer (& Student Focus)	<ul style="list-style-type: none"> • Takes personal responsibility for correcting customer/student issues • Corrects problems promptly & non-defensively • Sets priorities to serve customers/students in a timely manner • Takes time to understand their customer/student and makes themselves available • Takes a broader viewpoint in giving a complete customer/student experience
Role & Performance Focus	<ul style="list-style-type: none"> • Takes responsibility for delivering goals across the team • Monitors quality of work • Motivates others to deliver • Seeks feedback from others to ensure quality and standards are met
Solution & Ideas Focus	<ul style="list-style-type: none"> • Foresees obstacles and challenges in the future and plans to overcome them • Points out discrepancies to others and works with them to meet/exceed standards and recommends alternate processes within own area • Seeks to develop the capability of others based on an understanding of changing business needs • Exhibits good judgement in making timely and calculated decisions to help solve problems and/or to implement something new • Ensures other people's options are explored, understood and valued when considering the way forward • Considers a wide variety of sources when making decisions e.g. from other teams, partners, competitors, the market, etc. • Anticipates and takes advantage of an opportunity to develop and introduce a new approach that improves what they do and is scalable to implement going forward • Embraces ambiguity and new ideas to lead change, and motivate others too