



Job Description

December 2021

Student Services Advisor

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 Student Services Advisor reports to the Head of Student Services and Systems.

Job Purpose

To provide administrative services and support to staff and students in an efficient and timely manner.

Key Accountabilities

You will play an important part in providing high quality service to students, maintaining accurate records and supporting various activities that underpin the student experience. You will further develop your skills in problem-solving and communication, and gain experience in delivering high standards of service to enhance the student journey. Duties and responsibilities will include:

- processing and inputting data and maintaining accurate records, in the areas of admissions, enrolment and assessment.
- support activities surrounding the arrival and departure of students at Duryard Halls.
- aid students during induction, including late arrivals.
- assist with the organisation of the social programme, attending events where appropriate
- support meeting administration in the form of taking minutes at SSLC, examination boards, welfare and disciplinary meetings.
- assist in the follow-up of student non-engagement with class and assessment activities.
- provide cover at the Reception desk, acting as first point of contact, responding to, or resolving enquiries appropriately,



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

At the partner University (where the INTO Centre is located).

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.

Person Specification

	Essential	Desirable
Legal status	<ul style="list-style-type: none"> • Appropriate DBS disclosure will be required prior to confirmation of appointment. • Eligibility to work in the UK 	
Academic qualifications	<ul style="list-style-type: none"> • Excellent standard of written and spoken English. • Excellent numeracy and IT skills. 	<ul style="list-style-type: none"> • Educated to degree level. • Qualification in IT use
Personal qualities	<ul style="list-style-type: none"> • Approachable, warm and friendly. • Flexible attitude and commitment to teamwork. • Ability to build relationships with peers, senior managers, teaching staff, University stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds. 	
Experience and achievements	<ul style="list-style-type: none"> • Experience of administrative work in an educational environment. • High standards of customer service. • Experience of working with IT systems and databases. 	<ul style="list-style-type: none"> • Experience / understanding of working in international education.
Skills/Expertise	<ul style="list-style-type: none"> • Ability to work independently and as a self-starter in a dynamic and fast moving environment. • Strong organisational skills. • Excellent attention to detail. • Flexibility and willingness to undertake and learn new tasks. • Excellent time management and ability to prioritise. • Ability to problem solve. 	