



Job description

Application Support Officer (Lahore)

Company 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.

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 groundbreaking 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.

Our websites have details of how we are organised and our outstanding achievements so far:

www.intostudy.com

www.intofuture.com

www.intoglobal.com

www.into-giving.com

Role context

Based in Lahore, the Admission Officer will analyse the applications of prospective students based on standard admission policies. In addition, this role will also work in co-ordination with the Recruitment Managers to implement strategic support to increase application numbers.

Reporting line

The position reports to the Regional Manager, Pakistan which is part of INTO South Asia Regional Office team.

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Key accountabilities and duties

The following tasks provide a general overview of the types of activities the successful applicant will be expected to engage in on a day-to-day basis. The tasks are not intended to be an exhaustive list of responsibilities as the nature of our business requires all employees to be flexible, dynamic and to have the capacity to think creatively when presented with new challenges.

- Analyse the applications of prospective students based on standard admission requirements.
- Follow-up with agents for any pending documents.
- Co-ordinate with the USPA for application decision.
- Communicate with agents about student's application status, including acceptance/rejection
- Provide clarifications to agent queries.
- Maintain a database of students, in order to generate student reports whenever required.
- Provide support to the Recruitment Managers when needed.
- Provide regional insight into student application report
- Liaise with USPA staff to ensure free flow of information
- Liaise / Follow-up with agents at multiple levels of application
- Identify, maintain and develop relationships with key agency accounts assigned
- Where appropriate, provide direct programme counselling to prospective students
- Performs miscellaneous job-related duties as assigned.

Customer Service

- Closely liaise with US admissions staff to encourage an efficient, customer centric approach to the student application process.
- Ensure students & agents receive appropriate levels of customer service.
- Always present a professional and positive image of INTO
- Confidence to suggest and make improvements to customer service at all levels within the organisation

The 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

The position will be based in Lahore, Pakistan and flexibility is required from the candidate to meet the demands, including work outside normal operating hours and on weekends where necessary.

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.

Please see the next page for person specification...

Person specification

	Essential	Desirable
Legal status	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
Education/ qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited institution 	<ul style="list-style-type: none"> •
Experience/skills	<ul style="list-style-type: none"> • IT literate: full Microsoft Office suite as a minimum standard (advanced Excel an advantage) • Candidate with a desirable candidature. • Prior experience preferred although not a mandate. • Fluency in English at an expert level • Customer service orientated approach • Demonstrated ability to meet deadlines 	<ul style="list-style-type: none"> • CRM knowledge, preferable Salesforce. • Knowledge and understanding of the international student recruitment • Driven, results-orientated and focused nature • Exceptional time management skills • Experience liaising with a geographically diverse team • A history of working with educational consultants (agents) and institutions. • Sound knowledge of the US & UK education systems