

# Job description

8 December 2021

## Chinese Language Support Officer

### Context

INTO is an organisation working in partnership with leading UK and US universities and investing in the development of world-class student study centres. It specialises in preparing international students for undergraduate and postgraduate study with both academic and English language support. The courses at our Centres, upon successful completion, guarantee progression to leading UK and US undergraduate and postgraduate courses as well as stand-alone English language courses. INTO Manchester is a wholly owned INTO University Partnerships venture.

### Reporting line

The Chinese Language Support Officer will report to the Head of Student Services.

### Job purpose

The Chinese Language Support Officer will be responsible for ensuring the maximisation of support and retention of Chinese speaking students. Working closely with teams across the centre, Academic and Business Support, to ensure students are signposted to the relevant support required. To increase levels of progression to higher education of Chinese speaking students in centre, and ensuring that the centre is represented in the best possible light to current students in centre through effective online and offline communication.

### Key Performance Indicators

- Maintaining positive relations between centre and students reinforcing centre messages to students
- An ability to use own initiative to deal with daily tasks and demands of the position.
- Strong negotiating skills – influencing outcome of student success by using cultural understanding and language ability.
- Feeding back in-centre issues to centre management
- Building good working relationships with Teaching and Business Support staff within the centre.
- Provide training and advice to all staff, as and where required, on cultural issues and challenges that Chinese students may face during their studies.
- Tracking of Chinese speaking student's progression following completion of programme

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- Be a positive advocate for the centre's host universities.
- Maximise student retention through supporting students
- Signpost students to support available internally and externally
- Support the functions of Student Services as and when required.
- Create a positive online brand for the centre.

## Role Responsibilities

### Student Services

- To develop effective working relationships with students and other INTO customers and colleagues;
- To be involved in and be willing to lead key initiatives as needed;
- To contribute to the development of admissions, accommodation and welfare processes and systems;
- Accurately input and export data using computer packages;
- To contribute to the development of a collaborative working environment in order to maintain and enhance the quality of the student learning experience and the working conditions of centre staff;
- To identify and take part in relevant training
- To work closely across all teams at INTO Manchester to support student wellbeing;
- Signposting students requiring welfare support – assisting the Chinese speaking students, signposting and assisting Welfare colleagues to ensure understanding of support available to students.
- To assist with delivering and design of content for the safeguarding and PSHE programme to students to equip them with life skills and awareness to enhance their study experience.
- We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.
- To provide relevant pre-arrival and registration information to students and education counsellors;
- To be part of the registration process and play a major role in the orientation of international students; to include presentation/talks induction and residence packs.
- To contribute to the format of orientation and registration with the support of the Admissions Manager.
- To ensure that accurate records are kept and reflect INTO Manchester's commitment to continuously meet UKVI and safeguarding requirements and best practice
- To optimise student conversion rates from potential enquiries through good relationship management with key stakeholders;
- You may be required to work evenings or weekends as part of your working week at certain pre-arranged times of the year;
- 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;

### Chinese Language Support Officer

- To regularly communicate with Managers within the centre to feedback on in-centre issues relating to Chinese speaking students.
- Proactive intervention in problems that arise and refer to relevant welfare or academic staff.
- Conduct Professional development updates to Centre staff on the requirements of Chinese students
- Provision of interpreting and cultural awareness support to the Centre Director / Academic Managers /Student Services Team to manage students with issues and problems.

- Meeting students regularly to ensure student feedback is shared and being addressed with Managers within the centre. Evaluating and identifying core student issues and sharing this information with the relevant department within the centre.
- Be accessible to students within the centre on a regular basis. Available at breaktimes and providing students with contact details and office hours.
- Be the first point of contact for Chinese student in Centre.
- Build strong working relationships with the Chinese speakers within the centre to be a respected source of information about adapting to life in the UK and studying in the UK Higher Education system.
- Create a link to the Centre for parents of Chinese students, where possible.
- Translation of pre-agreed centre materials.
- Support Centre Marketing & Communications.

### Student Placement/Progression

- Maintain regular contact with Chinese speaking students, as and where needed, throughout their programme of study to ensure that the Centre desired progression for students are achieved
- Providing students with action plans to maximise student retention, completion and progression
- Assisting the Placement team with student applications to universities. Supporting the Placements team in promoting their service and to get Chinese students to actively engage.
- Assist the Placement team in providing counselling advice to students who may not be on track to progress to host institution.
- Support Placement Team in the tracking of Chinese speaking students once completing their INTO programme of study. Track individual students not progressing to host to identify actual progression institutions.

### General

- Ensure High levels of student satisfaction through effective communication.
- Provision of general advice and assistance in centre and general lifestyle matters to students
- Taking part in in-Centre recruitment activities as and when required to support Centre Recruitment Team.
- Working to maintain a positive image of the Centre by creating positive word of mouth endorsements from current students.

### Location

INTO Manchester Centre

### Salary

Band C

**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.**

### 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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### Person Specification

	Essential	Desirable
<b>Legal Status</b>	<ul style="list-style-type: none"> <li>• Appropriate DBS disclosure will be required prior to confirmation of appointment.</li> <li>• Right to live and work in the UK</li> </ul>	
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Undergraduate degree or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Professional qualifications relevant to the role</li> </ul>
<b>Experience / Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Excellent command of written and spoken English</li> <li>• Fluency in Chinese at native speaker or near native speaker level</li> <li>• IT literate with good skills in Microsoft Office and databases</li> </ul>	<ul style="list-style-type: none"> <li>• Management / Teaching experience in an international study environment</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Customer Service orientated approach</li> <li>• Approachable but commanding respect</li> <li>• Consistently displays a positive approach to the working environment.</li> <li>• Ability to prioritise, meet deadlines, work under pressure</li> <li>• Committed and responsible for promoting and safeguarding the welfare of children and young adults.</li> </ul>	
<b>Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>• .Understanding of the UK higher education sector</li> <li>• Knowledge of the needs and expectations of Chinese students in the UK</li> <li>• Understanding of the skills and knowledge required by students to make a successful transition into higher education programmes at undergraduate and postgraduate level</li> </ul>	<ul style="list-style-type: none"> <li>• Personal familiarity with the challenges of language learning and / or of living in a foreign country</li> </ul>