

The logo for INTO, featuring the word "INTO" in a bold, white, sans-serif font, followed by a white double arrow symbol pointing to the right, all set against a dark red background.

## Job advert

# Head of Student Services

### Context

INTO is an organisation working in partnership with leading British & US 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.

INTO City is a joint venture partnership between City, University of London and INTO University Partnerships, bringing together the academic rigor and expertise in teaching and learning of City, University of London with INTO's sector-leading market knowledge, specialist education investment and operational excellence.

The INTO City Study Centre is in the heart of London's financial district a few minutes' walk of Liverpool Street station, with excellent transport links across London as well as a wide range of shops, restaurants and cafés.

The Centre is looking to recruit one **Full-Time Head of Student Services**.

### Salary

The role is aligned to Salary Band F £56,983.00 - £77,096.00 (starting salary unlikely to exceed mid-point). **For more information on this role including a full job description and application form please visit: [www.intohigher.com/jobs](http://www.intohigher.com/jobs).**

### Requirements

The role is required to provide skilled leadership and guidance to Centre staff, policies, practices and strategy on a diverse range of student issues including, but not limited to, safeguarding, UKVI, mental health, crises and urgent incidents, student administration and social awareness. They will provide expert advice and support to the Centre Director on all aspects of the student experience, but particularly regarding organisational risk around UKVI, Educational Oversight and safeguarding. The Head of Student Services will be expected to ensure all aspects of the service are reflective of sector best practice and compliant with relevant legislation, policy and regulations.

The successful candidate will demonstrate a sensitivity to the cultural and educational needs of international students and will take a broad view approach to student's as customers. The

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E [into@city.ac.uk](mailto:into@city.ac.uk)  
W [intostudy.com/city](http://intostudy.com/city)



INTO City University of London Centre has high aspiration for its students and a commitment to continually evaluate and improve its service.

This position represents an exceptional opportunity to make a difference to the education of talented international students preparing to enter higher education in the UK. If you share INTO City University of London's vision and ambitions, and have a desire to work within an ethos of creative collaboration and partnership, and want to have a positive impact on young people, then we would be delighted to hear from you.

## Application Process

Applications in the form of an application form, CV with a covering letter should be submitted to Debbie Dawkins by email to [hr.intomiddlesexstreet@into.uk.com](mailto:hr.intomiddlesexstreet@into.uk.com) by **28<sup>th</sup> August 2020**. Your cover letter should state the position you are applying for and should outline how your skills and experience meet the person specification, and what you would bring to the role. **Interviews will be held week of 1<sup>st</sup> – 4<sup>th</sup> September 2020 and are likely to be via Microsoft Teams**. The interview process will include an assessment exercise that you will be notified of at the time of confirmation of your interview.

## Safeguarding

As part of our Safer Recruitment Practices to ensure safeguarding procedures are upheld, applicants are asked to note that:

- An enhanced DBS will be required.
- All gaps in the application form must be explained satisfactorily.
- Proof of identity and right to work in the UK must be provided.
- Original certificates must be provided for all relevant qualifications.
- References are mandatory and a condition of probation and will ask specifically whether there is any reason that the candidate 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 an equal opportunities employer.

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).

Please note that it is company policy only to contact those applicants who have been shortlisted for interview. If you do not hear from us within four weeks of the closing date, please assume that your application has not been successful.

**[www.into-corporate.com](http://www.into-corporate.com)**

# Job Description

## Head of Student Services

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### Context

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The INTO City Study Centre is in the heart of London's financial district a few minutes' walk of Liverpool Street station, with excellent transport links across London as well as a wide range of shops, restaurants and cafés.

### Reporting line

The Head of Student Services reports to the Centre Director.

### Job purpose

To ensure high levels of student satisfaction, by delivering high quality student support, including welfare, student administration, accommodation, and social activities. A commitment to delivering on campus student support, but equally to innovating and developing the digital environment to support students, is required. You will provide sound judgement and advice to the Centre Director in relation to enhancing the student experience and minimising organisational risk, particularly around UKVI, Educational Oversight and safeguarding legislation.

The Head of Student Services will be expected to ensure all aspects of the service are reflective of sector best practice and compliant with relevant legislation, policy and regulations.

The role is required to provide skilled leadership and guidance to Centre staff, policies, practices and strategy on a diverse range of student issues including, but not limited to, safeguarding, UKVI, mental health, crises and urgent incidents, student administration and social awareness. They will provide expert advice and support to the Centre Director on all aspects of the student experience, but particularly regarding organisational risk around UKVI, Educational Oversight and safeguarding.

### Job dimensions

- As a member of the local Senior Management Team, you will support the Centre Director in the delivery of the strategic and operational objectives of the Centre. In addition to your key accountabilities you will demonstrate role model behaviour and organisational compliance.
- You will also become a fully contributing member of the UK wide INTO Head of Student Services forum steered by the VP, UK Operations and Policy.

- Collaborate with university colleagues' is essential and you will represent INTOCITY on several committees including the City, University of London compliance and admissions forums.
- To take overall responsibility for a team in a campus based learning and residential environment all year round.
- You will also be required to deputise for the Centre Director when required and as appropriate.

## Student Support and Wellbeing

- Be the Designated Safeguarding Lead and provide training, support, and advice to Centre staff to enable them to discharge safeguarding duties.
- To provide a duty of care to all our students, paying particular attention to those aged under 18 in the context of national and local safeguarding and child protection legislation.
- To keep up to date on relevant national and local policies and procedures relevant to international students and student support and wellbeing.
- Write, review and update relevant policies or procedures relating to the wellbeing of students in line with statutory, regulatory and corporate requirements.
- Ensure that Centre staff follow the agreed processes and procedures drawing particular attention to relevant legislation and IUP Child Protection and safeguarding Policy
- To deal directly with student wellbeing issues signposting and/or working collaboratively with external agencies as appropriate and taking a multi-agency approach when necessary.
- Lead on non-academic behaviour and disciplinary issues.
- Design and deliver student induction programmes to ensure that students have a sense of belonging and are well prepared for their study at INTO and for life in London.
- Manage an accessible student face to face, telephone and online advice service.
- Continuously improve the student experience by ensuring best practice student engagement and peer services are in place.
- Manage the arrival and ongoing orientation of students into the Centre ensuring that all services provided are joined up, consistent and of a high quality.
- Manage non-academic student complaints in line with local and national guidance.
- Ensure student support services contribute to student engagement, retention and attainment

## Student Administration

- Provide, alongside the University, student documentation and communication that complies with current UKVI Regulations and are CMA compliant.
- Provide pre departure guides and other student information in a timely manner.
- Design and deliver workshops on student visa extensions in conjunction with the University and with consideration to visa regulations.
- Ensure that students are provided with correct and up to date paperwork and information in relation to banking, council tax and visa renewals etc.
- Co-ordinate the student's safe arrival at the Centre by liaising with taxi companies and Central Admissions.
- Ensure audits of student documentation, internal and external, and processes and policies are fully compliant with current legislation and stored accordingly.
- Ensure accurate student records and systems are maintained.
- Ensure all aspects of student support are GDPR compliant and that student support staff are trained accordingly.

## Accommodation

- To liaise with the London Accommodation Manager/Officer to ensure the allocation of INTO City student accommodation is efficiently managed to maximise occupancy and mitigate the risk of voids.
- To ensure the INTO City students in residence have a voice and any concerns about accommodation, are shared with the accommodation provider via the London Accommodation Manager/Officer.
- In accordance with procedures for managing students effectively in residence, mitigate risks to the health, wellbeing, safety and safeguarding of all students, in particular those who are under 18 or vulnerable.

## Social Activities

- Enable effective integration of the students respecting and celebrating their varying international backgrounds through social and cultural activities that engender inclusion and a sense of identity and belonging.
- Strive to integrate students with City University of London through engagement of appropriate on campus social, learning, and other activities.
- Foster a culture of student feedback – lead on student satisfaction surveys and actions.
- Foster a culture of student peer to peer support, mentoring and coaching.
- Develop strong links with the student union at City University of London and work collaboratively with them to develop joint initiatives and improve the student experience
- Ensure that risk assessments are completed and reported to the H&S committee for all activities.

## People Management

- Lead, inspire and motivate Student Services staff to deliver high quality performance in all areas.
- Line Manage Student Services staff and influence all staff who contribute to the student experience
- Manage the performance and development of all Student Services Staff within the Centre.
- Promote a collaborative whole centre working environment to maintain and enhance the quality of the student experience
- Oversee and develop all aspects of Student Services staff development, ensuring appropriate CPD and update training is available to staff and is taken up.
- Provide training and advice to all Centre staff on student support issues, including sector best practice and legislation.

## Other

- Establish and maintain positive and professional working relationships with City, University of London and peers and colleagues at INTO Centres.
- Establish and maintain positive and professional working relationships with the sales and marketing team, providing input to marketing material as required.
- Play an active role in the INTO City Centre senior management team
- Collect and provide robust data and data analysis relevant to the role in a timely manner.
- Provide timely and accurate information/reports as required by the Centre Director or the Joint Venture Board.
- Manage the unit within any agreed budget.
- To work outside of office hours where required.
- Provide business planning documents as required
- Develop GDPR compliant advisory and information services and relationships to the parents/guardians of students.



- Occasional travel overseas and within the UK may be required.
- 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

INTO City, University of London  
102 Middlesex Street, E1 7EZ

## Salary

Band F £56,983.00 - £77,096.00 per annum depending on skills, qualifications, and experience.

## Safeguarding

As part of our Safeguarding procedures, applicants are advised that the Centre operates safer recruitment practice and 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.

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).

**See next page for Person specification**



### Person Specification

	Essential	Desirable
<b>Legal Status</b>	<ul style="list-style-type: none"> <li>• DBS will be required prior to confirmation of appointment.</li> <li>• Eligibility to work in and travel freely to and from the UK, e.g. valid UK or EC passport.</li> </ul>	
<b>Academic Qualifications</b>	<ul style="list-style-type: none"> <li>• Education to at least UK first degree level or equivalent</li> <li>• A postgraduate or professional qualification in a relevant discipline or equivalent</li> <li>• A comprehensive record of regular and recent training and continuous professional development in areas of expertise relevant to the post</li> <li>• Evidence of recent training in safeguarding.</li> </ul>	<ul style="list-style-type: none"> <li>• Management training/qualification</li> </ul>
<b>Experience/Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent command of written and spoken English.</li> <li>• Substantial experience of delivering and co-ordinating relevant student support services in Higher Education or Further Education.</li> <li>• Demonstrable understanding of supporting international students in a UK educational setting, both online and face to face.</li> <li>• Comprehensive and sophisticated knowledge of student welfare, wellbeing and mental health issues</li> <li>• Experience of successfully leading and managing a team, providing strategic direction, setting overall standards of performance and customer service, developing staff, monitoring service levels and pre-empting student support needs</li> <li>• Proven ability to be a credible source of guidance and support to academic and support services colleagues on student issues that may evoke significant concern /involve risk and duty of care e.g. mental health crises, urgent incidents, fitness to study, sexual violence, safeguarding etc.</li> <li>• Experience of managing projects that involve different services within</li> </ul>	<ul style="list-style-type: none"> <li>• An ability to develop digital resources for supporting students.</li> <li>• An awareness of issues in marketing educational services in an international context.</li> <li>• Use of SITS or similar database.</li> <li>• Experience of managing international admissions</li> </ul>

	<p>an institution and / or external partners</p> <ul style="list-style-type: none"> <li>• A strong knowledge of data protection and freedom of information issues, especially as they relate to confidential Services</li> <li>• Demonstrable commitment to working inclusively</li> <li>• Extensive experience of the design and implementation of procedures that are effective and efficient.</li> <li>• Knowledge of working in a post compulsory and/or international administration environment.</li> <li>• Ability to communicate with employees at all levels and ensure the message is clearly understood.</li> <li>• Committed and responsible for promoting and safeguarding the welfare of children and young adults.</li> <li>• Extensive experience of developing and implementing strategies to support Student advisory, compliance and student engagement.</li> <li>• Recent or current membership of relevant professional body or association</li> </ul>	
<p><b>Skills/Abilities</b></p>	<ul style="list-style-type: none"> <li>• Good IT skills including competence in the production and analysis of data.</li> <li>• Excellent attention to detail and accuracy</li> <li>• Facilitative management style.</li> <li>• Ability to build and manage relationships with peers, senior managers, University stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds.</li> <li>• The ability to prioritise, meet deadlines, work under pressure and, when necessary, with minimal resources.</li> <li>• Commercially astute, with the ability to reconcile the twin imperatives of delivering quality programmes and</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of designing and delivering training for staff in post compulsory education.</li> </ul>

	<p>working in a commercial environment.</p> <ul style="list-style-type: none"><li>• Ability to recruit and develop employees, through training and effective performance coaching.</li><li>• An ability to think strategically and be able to develop a self-review/assurance/audit process which highlights areas of strength and concern</li></ul>	
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