

## Job description

# Assistant Head of Student Services

### Context

INTO University Partnerships works with leading UK and US universities, investing in the development of world-class international student centres. With a clear focus on and commitment to the delivery of the highest quality of student experience, we specialise in preparing students for undergraduate and postgraduate study at partner institutions and other leading universities in the UK and beyond. Our Centres, upon successful completion, deliver guaranteed progression to undergraduate and postgraduate courses as well as standalone English language courses. INTO Manchester is a wholly owned INTO University Partnerships venture.

### Reporting line

The Assistant Head of Student Services reports to the Head of Student Services.

### Job purpose

- To support the Head of Student Services by taking responsibility in the operations and day to day running of the Student Services team.
- To ensure high levels of student satisfaction, by supporting the managers within the team to deliver high quality student support, including welfare, student administration, accommodation and social activities.
- Provide sound judgement and advice to the Head of Student Services in relation to enhancing the student experience.
- To understand the centre's duty of care to various categories of students studying within the centre. Working closely with the Head of Student Services to ensure those risks are minimised through the operations of the Student Services team.

### Job dimensions

- As a member of the Centre's Management Team, you will support the Head of Student Services in the delivery of the operational objectives of the Student Services team. In addition to your key accountabilities you will demonstrate role model behaviour and organisational compliance.
- You will have line management responsibilities for members of the Student Services Team
- You will be required to deputise for the Head of Student Services when required and as appropriate.
- You will work with the Head of Student Services in developing and streamlining operations, policies and best practice.

### Student Support, Welfare & Safeguarding

- To oversee the daily operations of the Student Services team
- To assist the Head of Student Services to make sure the team maintain high standards when providing a duty of care to all our students. That a particular focus is paid to those aged under 18 in the context of national and local safeguarding legislation.
- To keep updated on relevant national guidelines and legislation in relation to international students and student welfare. Attending appropriate training when required by the Head of Student Services.
- To assist the Head of Student Services to deliver training to the team and the wider Centre team on a biannual basis.
- To support the Accommodation and Welfare Manager in dealing with daily student welfare issues,

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referring to the Head of Student Services as and when required. Escalating serious causes of concern to the Head of Student Services/Safeguarding Board when required.

- To support the Head of Student Services to oversee all non-academic behaviour and disciplinary issues. Conducting investigations upon the Head of Student Services or Centre Director's request.
- To work with the department managers to deliver a student arrivals and induction programme ensuring that students are knowledgeable and informed at the start of, and during their time in the Centre. Ensuring that all services provide joined up, consistent and high-quality delivery.
- To respond appropriately to student welfare and/or support emergencies, including out of hours on a rota basis with the Head of Student Services.

## Student Administration

- To assist the department managers in ensuring students are fully registered on all INTO systems and all documents for UKVI requirements are captured as soon as possible after student arrival.
- To assist the Student Services Admissions and Compliance team to ensure BRP's are issued to students in a timely manner at busy periods of the year.
- To deputise for the Head of Student Services as a member of the Points Based System (PBS) Compliance Joint Meeting Board as and when required.
- To work with department managers to ensure student information is kept up to date and student details and data are retained, updated and checked on a regular basis.
- Provide support to the Head of Student Services in conducting department audits
- To work with department managers, providing operational support across Student Services as and when required
- To support the department managers in promoting student surveys and capturing of feedback mechanisms.

## Accommodation and Arrivals

- To support the Accommodation and Welfare Manager in day to day operations of accommodation needs. Meeting student accommodation preferences, where possible, to support student satisfaction with regards to their living experience
- To assist the Accommodation and Welfare Manager to put processes in place to maximum occupancy within the INTO residences. Identify issues that may affect this and work with the Accommodation and Welfare Manager to overcome. Highlighting to the Head of Student Services any potential risk to occupancy levels, when required.
- To lead on arrival periods for students. Making arrangements for the safe collection and transfers of students to and from the airport. Organising airport support, rota staff to provide a seamless service to our students.
- To ensure that processes around the under 18s or vulnerable students are carefully monitored and implemented by the Student Services team. Reporting any concerns to the Head of Student Services in a timely manner.

## Social Activities

- To work with the department managers in creating and promoting a range of social activities are available to student during their time at the Centre.
- Promoting an environment of sharing and team effort in promoting student activities which promote a positive student experience and high satisfaction rates

## Staff Management

- To directly line manage the department managers; Accommodation and Welfare Manager and the Admissions Manager
- To line manage the Language Support Officer
- To inspire and be a positive member of the Student Services team and help influence staff who contribute to the student experience
- Work with the Head of Student Services to oversee the performance and development of the Student Services team. To offer support and suggestions for service improvements to the Head of Student Services
- To promote a collaborative working environment to maintain and enhance the quality of the student experience

## Other

- To establish and maintain good working relationships with the partner University and peers and colleagues at INTO Centres;
- To be part of the cover rota for the Out of Hours Emergency Phone cover provided by INTO Manchester to its students.
- To work outside of office hours, and on some occasions at weekends (as and when the business requires. Time back will be given in lieu)
- 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 Manchester Centre, Bridgewater House, 58-60 Whitworth Street, Manchester, M1 6LT

### Application process:

To apply, please send your CV and cover letter to Kirsty Clear at [HQ.Career@intoglobal.com](mailto:HQ.Career@intoglobal.com).

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.

See next page for Person specification

## Person Specification

	Essential	Desirable
<b>Legal Status</b>	<p>Appropriate DBS disclosure will be required prior to confirmation of appointment.</p> <p>Eligibility to work in and travel freely to and from the UK, i.e. valid UK or EC passport.</p>	
<b>Academic Qualifications</b>	Undergraduate degree or equivalent; or relevant industry experience.	Professional qualifications relevant to the role.
<b>Experience and achievements</b>	<p>Recent experience of working in an educational environment in a student services or other specialist advisory capacity.</p> <p>Line management and budgetary experience.</p>	<p>Experience of working with international students on pre-university courses.</p> <p>Management experience within an HE or FE student services environment</p>
<b>Skills/Knowledge</b>	<p>Excellent command of written and spoken English.</p> <p>Good IT skills including competence in the interpretation of management information.</p> <p>A positive person</p> <p>Facilitative management style: able to establish, manage and motivate a team in a fast-paced dynamic environment.</p> <p>Ability to build and manage relationships with peers, senior managers, university stakeholders, parents and students from a range of ethnic and cultural backgrounds.</p> <p>Ability to prioritise, meet deadlines and work under pressure with defined resources.</p> <p>Commercially astute, with the ability to reconcile the twin imperatives of delivering quality programmes and working in a commercial environment.</p> <p>Initiative and problem-solving capability.</p>	<p>Understanding of working in student admissions or student services and proven delivery of good customer service skills</p> <p>Use of Salesforce.com or other similar CRM systems or databases</p>
<b>Knowledge and understanding</b>	<p>Sound knowledge of the UK higher or further education sector.</p> <p>Knowledge of the needs and expectations of international students.</p> <p>Knowledge of relevant legislation and its implications for educational establishments (e.g. UKVI Tier 4 requirements)</p> <p>An awareness of Safeguarding obligations on an educational provider</p> <p>A sound understanding of mental health needs of young adults</p> <p>Ability to communicate clearly with employees and students at</p>	<p>Personal familiarity with the challenges of language learning and/or of living in a foreign country.</p> <p>Experience of good practice in a student service environment.</p>

	all levels  Ability to recruit and develop employees and deliver training and performance management.	
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