

## Job description

# Student Services Manager

## (Accommodation and Welfare)

### 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 Student Services Manager reports to the Head of Student Services.

### Job purpose

To support the Head of Student Services in the operations and running of the Student Services Welfare, Accommodation and Onsite team. To ensure the Student Services provision is efficient and meets the needs of all INTO Manchester students.

The role of the Student Services Manager is to ensure INTO Manchester is able to support and retain all its students and equip them with the tools required to be successful in their studies.

The Student Services Manager is a positive role model within the Centre. They will ensure that support and training is provided to the team and the wider Centre community to help meet the evolving needs of INTO's students.

### Job dimensions

To manage a team within Student Services which is responsible for a comprehensive welfare, accommodation and onsite service that meets the needs of the individual students on INTO Manchester programmes. The service will meet the ever-changing student expectations in terms of personal support and creating social networks.

The manager will be expected to work part of their contract, typically up to 7.5 hours, outside of 'standard' office hours. The manager will support the Onsite Accommodation and Welfare team who work between the hours of 6pm and 3am. This will be flexible and agreed with the Head of Student Services.

## **Student Support and Welfare**

- To manage the Welfare Team and to be responsible for the face to face and online support for INTO Manchester students in relation to welfare needs;
- To optimise retention by working closely with academic teams and having a system in place to meet students with personal problems and to assess their needs and the available support that can be provided;
- Provide a comprehensive assessments and record keeping system for student welfare cases. Ensuring that all records are up to date and correct within the team. Promoting a strong record keeping ethos within the team. Auditing information and following up on actions as and when required within the Centre.
- To ensure a robust risk assessment tool is used to assess any students struggling with mental health conditions. Ensuring clear processes are in place, and being implemented, to risk assess and refer students to external support as and when required and to escalate more serious cases internally to the Head of Student Services as appropriate.
- To work with the Student Services team to ensure procedures and processes relating to under 18s are being followed and implemented as per statutory requirements.
- To organise sessions and meetings provided for under 18s to ensure the most vulnerable of students are supported on a regular basis and documented.
- To liaise with academic support to ensure effective processes are adhered to for the effective support of students in relation to attendance in order to support the student's welfare needs and maintain UKVI compliance standards in retention and attendance;
- To lead on special groups of students, where directed by the Head of Student Services. Working with Head office colleagues, Student Services and Academic teams to organise a successful student experience for any special groups of students;
- To work closely with the Academic and Student Services teams in timetabling a PSHE programme. Ensuring that all students have access to PSHE information, either by classroom-based activity or online materials and resources through the Virtual Learning Environment;
- To regularly record and evaluate the welfare provision provided by the team to pursue continual improvements and developments to the student experience. Using INTO and Centre feedback mechanisms to inform recommendations to improve the provision being provided;
- To organise and lead on welfare related activities within the Centre.
- To promote mental health and skills students will need to be successful in their programme of studies through the delivery of services to students, and training sessions to Centre staff.
- To support and meet statutory/accreditation requirements, for areas around welfare provision, under 18 students, accommodation and social activities. Working with the Head of Student Services to provide documentation and evidence as and when required.

## **Student Administration**

- To work with the Head of Student Services and other managers within the Centre to ensure a comprehensive induction process is in place for all students. Taking the lead on areas of responsibility and supporting the Student Services team;
- To support the registration of students and collection of data and documents to ensure all students are fully registered on INTO systems as quickly as possible. Promoting and engaging the team in working collaboratively to ensure Student Services tasks are completed quickly and accurately to ensure a positive student experience;
- To work with the Head of Student Services to enhance the student experience by customer focussed interaction with students, and regular monitoring of feedback with the use of questionnaires or other means as appropriate;

- To ensure that all student information recorded is secure and in line with GDPR requirements;
- To establish and maintain good working relationships with UK Central admissions, the partner universities, peers and colleagues at INTO centres, Educational Counsellors and the Global Recruitment Unit;
- To develop and maintain quality customer service for all INTO customers and clients. Monitoring and working with team members to ensure a positive experience is given to all;
- To contribute towards the development of processes within Student Services and INTO University Partnerships;
- To be part of the rota for holding the emergency phone out of hours;
- To be an active part of the management team, attend meetings and be part of a Site duty rota;

### **Accommodation and Arrivals**

- To work with the Head of Student Services to ensure adequate accommodation options are made available to our students.
- To support and contribute to the creation of materials to support/advertise these options to students.
- To ensure students are booked into these options, or guided on how to book their accommodation. Ensuring the accommodation team work within the required Service Level Agreements (where applicable)
- To establish and maintain good working operational relationships with accommodation providers and local support services;
- To work with the Accommodation Team in ensuring students are supported in their accommodation.
- To be the first line of discipline for issues that arise in the accommodation (where appropriate). Where required to follow the disciplinary policy, and issue warning letters for breaches in the INTO policies. Where appropriate to conduct investigations and report to the Head of Student Services.
- To manage and organise an efficient arrival process for students. Working with members of the Student Services team to ensure students are greeted, where possible, and guided from the airport to their accommodation.
- During main arrival weekends the manager will be expected to work additional hours to help support and ensure a smooth arrival process is delivered to its students. Additional hours is given back as time in lieu.
- To oversee the arrival weekends with the Student Services team. Being the first point of contact for questions and support. Reporting any issues or concerns to the Head of Student Services as and when required.

### **Social Activities**

- To organise and lead in the delivery of student social activities programme. These are to include social, sports and cultural activities.
- Working with the Student Services team and external social activities providers to offer a comprehensive social, sports and cultural programme to our students.
- To work with the team to ensure these activities are encourage and promoted effectively to our students through social media promotion, active poster campaign and a calendar of events.
- To complete and review risk assessments for activities being provided through Student Services. Ensuring good record keeping and information is stored and up to date.

### **Staff Management**

- To line manage the Welfare, Onsite and Accommodation teams

- To work part (typically 7.5 hours) of the employment contract out of normal working hours to manage the Onsite team
- To be responsible for managing the processes and the team in relation to the areas above and related student services within a customer orientated service;
- To work with the Student Services Team to ensure an efficient and effective student experience;
- To evaluate and develop the performance of each team member and ensure they have the necessary skills and tools to perform their role through effective performance management processes;
- Ensure that all team members follow the agreed processes and procedures;

### **Safeguarding**

- Responsible for promoting and safeguarding the welfare of children and young adults.
- To have particular knowledge of British Council and Safeguarding guidelines for under 18s and vulnerable adults;

### **Other,**

- To establish and maintain good working relationships with the partner Universities peers and colleagues at INTO Centres and other relevant stakeholders;
- To work outside of office hours where required
- 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

### **Salary**

Salary Band D - £27,838 – £37,665 per annum depending on skills and experience.

**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

	<b>Essential</b>	<b>Desirable</b>
<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.</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 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</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</p>

	<p>implications for educational establishments (e.g. UKVI student route 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 all levels</p> <p>Ability to recruit and develop employees and deliver training and performance management.</p>	<p>service environment.</p>
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