

Job advert

Student Services Manager (Accommodation and Welfare)

Full Time 37.5 hours per week – some of these working hours will at times be outside of 'standard' office hours.

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.

The role is a management position within the Student Services department. The role is focused on overall student support with specific responsibilities for, but not limited to, pre-arrival, accommodation provision and welfare support.

The role has responsibility for overseeing day to day operations within their team and working with other managers within the department to support international students to succeed in their studies with INTO Manchester.

The manager will be expected to work part of their contracted hours (typically up to 7.5 hours) outside of 'standard' office hours. These hours will be flexible and agreed with the Head of Student Services.

Requirements

We are looking for a dynamic individual, with strong interpersonal and people management skills and who is able to lead a team to support international students through their time in the UK and create an ethos of care and excellent customer service.

The successful candidate will have strong communication, organisational and IT skills, excellent attention to detail and someone who is equally comfortable dealing with systems and processes as well as people. A positive attitude is a must to be successful in this role.

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Experience of working in Higher Education and with international students would be an advantage.

Candidates should be able to demonstrate the following:

- Experience of managing a team.
- Ability to lead by example.
- Experience of implementing, developing, or enhancing processes and procedures.
- Familiarity with Safeguarding and Mental health issues affecting young people
- Ability to work in a fast-paced environment.
- Excellent attention to detail.
- Ability to use own initiative.
- Flexibility and willingness to undertake and learn new skills.
- Ability to prioritise, meet deadlines and work under pressure.
- Able and committed to working as part of a team.

Salary

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

Application Process

If you feel you have the necessary skills, experience and interest for this post, please send your CV and a covering letter saying why you are interested in working for INTO Manchester and why you are suitable for the position. The email address to send your CV and cover letter is hrmanchester@intoglobal.com

Closing date for applications is 16:00 Wednesday 12th May 2021. Interviews will be held week commencing 17th May 2021.

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 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 Serviced check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Eligibility to work in and travel freely to and from the UK.

For further details, a full job description and a copy of our Candidate Privacy Notice see <https://intoglobal.com/jobs>

INTO is an equal opportunities employer.

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.