

Job advert

April 2021

Student Engagement Advisor

Context

INTO is an organisation working in partnership with leading British 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 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 University of Exeter are looking for a Student Engagement Advisor within its Student Services Department on a permanent, full-time basis from June 2021. Reporting to the Head of Student Services and Systems, you will be required to develop student engagement with the wider University and local community.

Role

Duties will include:

- Interacting with students to ensure awareness of opportunities for engagement with the Student Guild, the wider University and the local community.
- Working closely with the Head of Student Services and Systems to prepare an induction programme for each intake, to provide welcome talks and act as facilitator for Live Teams Events.
- Identifying opportunities within the University and local community for students to integrate and experience British culture
- Supporting and co-ordinating student representatives in their duties.
- Organising, promoting and attending individual social events.
- Receptionist duties.

Requirements

Essential Requirements

- Excellent communication and negotiation skills.
- High standards of customer service and attention to detail.
- Demonstrable ability and experience of building relationships with a wide range of stakeholders, including University stakeholders.
- Postholder must be a 1st Aider or willing to undertake 1st Aid training.
- Evening and weekend working will be required, especially during summer months, for which time in lieu will be given.



Desirable Requirements

- Experience of similar work with students.
- Degree at Undergraduate level

The successful candidate would have the right to work within the UK.

Salary

Band B (£18,205 - £24,494)

Application Process

If you feel you have the necessary skills, experience and interest for this post, please send your CV, with a covering letter saying why you are interested in working for INTO University of Exeter, to: INTO-recruitment@exeter.ac.uk.

Closing Date: Thursday 13 May 2021

Interviews: Week commencing 17 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 Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

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.

www.into.uk.com

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.

Job description

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Reporting line

The Student Engagement Advisor reports to the Head of Student Services and Systems

Job dimensions

To support INTO student engagement with the wider University and local community, in order to provide a positive student experience. The role will involve Receptionist duties.

Key accountabilities and duties

- Interact with students to ensure they are aware of the opportunities for engagement with the Student Guild, the wider University and the local community.
- Working closely with the Head of Student Services and Systems, and Programme Managers, prepare an induction programme for each intake. Provide welcome talks and act as facilitator for Live Teams Events. Attend UoE Fresher Week Planning meetings.
- Operate 'meet and greet' service where applicable, with particular responsibility for groups during the summer.
- Communicate information about events, activities, societies, and Guild electoral campaigns, ensuring appropriate mechanisms are used, in particular using social networking effectively and employing student friendly methods. Monitor trends and social activity, and the impact of different channels of communication.
- Develop and maintain administrative processes and systems to monitor social events and other engagement activities, in order to report on, and improve, levels of participation.
- Create links and work closely with the Student Guild, Exeter University and the local community with an aim of identifying opportunities and initiatives for student integration and experience. Provide appropriate support to students to access these activities, e.g. voluntary work, charity events, sports activity and societies.
- Ensure student feedback is sought, including the promotion of the INTO Annual Student Survey, and that feedback is acted upon in relation to providing opportunities for student engagement.

- Promote, co-ordinate and provide administration for meetings and networks to ensure opportunities for student feedback and engagement, e.g. Student Services Forum, INTO Giving Committee, Social Events Working Group.
- Co-ordination of Centre fund-raising events for INTO Giving.
- Assist the Student Guild in the co-ordination of training of student/class representatives, and continue to support and co-ordinate SSLC representatives and chairs in their duties.
- Planning and delivery of an events schedule for the academic year, which will provide INTO students with a social programme that allows opportunities for integration with each other, the wider University and the local community.
- Organise, promote and be responsible for individual 'out of hours' social events, ensuring student safety and welfare. Conduct risk assessment for social events, with particular consideration and support for students under 18 years of age.
- Work within agreed student engagement budget and monitor costs on a regular basis. Ensure the secure collection of payments from students.
- Train and co-ordinate duties of INTO Summer Support Team (2 to 3 staff).
- Support training of UoE Student Helpers to support INTO events and activities.
- Promote the University's 'Global Chums' Scheme to INTO students, support the 'Global Chums' intern, and occasionally assist at interviews for 'Global Chums'.
- Develop a resource centre of advisory and informative media and compile information packs. Update the INTO Student Handbook.
- Assist with the arrival and registration of students as required and where necessary support the Student Services Team with administrative tasks as and when 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.

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Person specification

	Essential	Desirable
Legal Status	<ul style="list-style-type: none"> • Appropriate DBS disclosure. • 1st Aider 	
Academic Qualifications	<ul style="list-style-type: none"> • Educated to A-Level standard (or equivalent) • Excellent standard of written and spoken English. 	<ul style="list-style-type: none"> • Degree at Undergraduate level
Personal Qualities	<ul style="list-style-type: none"> • Approachable, warm and friendly. • A flexible attitude and commitment to team work. • Ability to build and manage relationships with peers, senior managers, University stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds. 	
Work Experience	<ul style="list-style-type: none"> • Experience of communicating and building of effective colleagues at all levels. • High standards of customer service. 	<ul style="list-style-type: none"> • An interest in other nationalities and cultures. • Understanding of international student needs. • Experience of working in a busy administration department. • Experience of similar work with students.

<p>Aptitude</p>	<ul style="list-style-type: none"> • Ability to work in a dynamic and fast moving environment. • Excellent communication and negotiation skills. • The ability to prioritise, meet deadlines and work under pressure. • Flexibility and willingness to undertake and learn new tasks. • Good team player. • Excellent attention to detail. 	
<p>Skills</p>	<ul style="list-style-type: none"> • Good IT skills (Excel, Word, PowerPoint, Teams, Zoom) • Ability to work with clear systems and processes. 	<ul style="list-style-type: none"> • Use of databases