

Job Description

Student Services Receptionist

Context

INTO University Partnerships is an independent organisation committed to expanding higher education and career opportunities for students across the globe.

We believe in the power of education to transform lives. We believe that movement of students leads to movement of ideas, which in turn creates better and more successful societies.

We connect students seeking quality international education with leading universities worldwide aspiring to widen their global reach and impact. Achieving the best learning experience and career prospects for students is central to our mission.

Since our inception in 2005, INTO has pioneered innovation in international education and created ground-breaking partnerships with 30 universities in the US and UK. We have so far helped more than 130,000 students from 190 countries realise their dream of achieving a degree from a world-class university. We also equip students to get a head start in building a career. We do this by offering exceptional academic and employability skills programmes.

We are active in over 120 countries and provide unrivalled personalised service to international students with more than 1,500 experienced staff worldwide and a global network of 2,000 recruitment partners.

Reporting Line

The Student Services Receptionist reports to the Head of Student Services and Systems. Day to day supervision is provided by the Senior Receptionist.

Job Purpose

To provide a reception service to staff, students and visitors, and answer or direct enquiries as appropriate.

To work as a member of the Student Services Team and support other areas of activities within that team as required.

Please note that occasional out of office hours and weekend working is a requirement of this post, for which time off in lieu will be given.

Key Accountabilities

- To provide the first point of contact at Reception and to deal with requests and enquiries in person, on the telephone and via email.
- To support and advise students generally or advise them where to find further assistance.
- To assist colleagues and visitors, and maintain information systems for students and visitors e.g. update messages on the plasma screen.
- To co-ordinate arrivals information:
 - Receive arrival forms, input to Salesforce and file
 - Resolve any queries regarding incomplete forms before processing taxi bookings and issue of confirmation emails
 - Identify students that have not submitted arrivals forms and follow-up
- To support attendance monitoring procedures:
 - Issue forms to students for completion or provide instructions for ELE
 - Maintain file of absence forms and record authorised absence on INTO Connect.
 - To update welfare/attendance status on INTO Connect.
 - To issue attendance monitoring emails.
- To support the Student Services Department's administrative work, including, but not limited to, admissions, registration, results processing, and preparing mail shots.
- To input maintenance requests to the INTO Work Request database.
- Ordering of stationery and supplies, and to monitor usage for the Centre and Duryard.
- To be responsible for all incoming and outgoing post and courier deliveries.
- To assist with the delivery of paperwork for students (e.g. bank letters, class hand-outs).
- To promote and book students on the social programme
- To check and record receipt of refund forms.



Occasional weekend working will be required during student arrival and departure, for which time in lieu will be given.

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 Building, Stocker Road, Exeter.

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

Person Specification

	Essential	Desirable
Legal Status	<ul style="list-style-type: none"> • Appropriate DBS disclosure will be required prior to confirmation of appointment. • Eligibility to work in and travel freely to and from the UK, 	
Education/Qualifications	<ul style="list-style-type: none"> • Educated to A Level standard (or equivalent). 	
Knowledge/Skills	<ul style="list-style-type: none"> • Excellent communication skills. • Good basic IT skills with a familiarity of Microsoft Office. • Ability to work with clear systems and processes and produce the required management information. • Ability to build and manage relationships with peers, senior managers, University stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds. • Excellent telephone manner. • High standards of customer service. • Ability to work in a fast moving environment. • The ability to prioritise, meet deadlines and work under pressure. • Flexibility and willingness to undertake and learn new tasks. • Good team player. • Good attention to detail. • Committed and responsible for promoting and safeguarding the welfare of children and young adults. 	<ul style="list-style-type: none"> • An interest in other nationalities and cultures. • Understanding of international student needs. • Proven ability to deliver high quality customer service.

Key Competencies:

Supporting and co-operating:

- Working with people
- Adhering to principles and values

Interacting and presenting:

- Relating and networking
- Presenting and communicating information

Analysing and interpreting:

- Writing and reporting

Organising and executing:

- Delivering results and meeting customer expectations
- Following instructions and procedures

Adapting and coping:

- Adapting and responding to change
- Coping with pressure and setbacks