

## Job description

# Student Services Coordinator

### Context

At INTO City, University of London we provide a range of courses preparing international students for undergraduate and postgraduate study at City University - or at other Colleges and Universities across the UK. Our Centre, at 102 Middlesex St, London, E1 offers excellent teaching and learning facilities right in the heart of the City. The Student Services team provide a variety of support services for students at the Centre. We are a team of colleagues who are committed to providing a high quality service to our students – helping to ensure that they have a first class ‘all round’ experience of study and life in London.

### Reporting Line

Student Services Coordinator reports to the Student Services Team Leader.

### Job Purpose

To provide the first point of contact for students, visitors and other customers. To deal with requests and enquiries, liaise with teaching staff, advise students on basic processes and carry out general administrative tasks.

### Key Accountabilities

- Provide the first point of contact for students, visitors and other customers and to deal with requests and enquiries as appropriate;
- Assist with the induction, orientation and registration sessions for new students, including giving welcome talks, checking paperwork, organising ID cards, health registration and police registration;
- To liaise with agents, sponsors and admissions staff to ensure that student related processes are correctly followed and accurate records are kept;
- To help ensure that all events are advertised; to attend and help to run social programme activities.
- Carry out risk assessments for off-site activities, with particular reference to Under 18 students.
- Assist with the preparation and delivery of paperwork for students (e.g. bank letters and visas);

- Advise students where to get further help or advice if INTO is unable to give the appropriate advice; liaise where necessary with the student support services at City University;
- Provide a professional meet and greet service for visitors to the centre;
- Develop good working relationships with the joint venture university staff as necessary;
- Assist students in liaising with academic staff and other support staff in the centre;
- To keep students informed of activities and developments within the centre and at City University;
- To participate in an out of hours on-call rota, using the 'After Hours Phone';
- Keep abreast of issues affecting international students (e.g. immigration requirements and University regulations);
- Cover reception in the absence of receptionists if necessary;
- **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;**
- **At certain times of year some evening and weekend work will be required as part of this role and a flexible approach to working hours will be expected.**

## Salary

The post is aligned to Salary Band B £18,326 – £25,323 per annum, inclusive of London Weighting Allowance, dependent on qualifications and experience.

## Location

Central London, close to Liverpool Street Station.

**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 (DBS) 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>	<ul style="list-style-type: none"> <li>• Appropriate DBS disclosure will be required prior to confirmation of appointment.</li> <li>• Eligibility to work in and travel freely to and from the UK, i.e. valid UK or EC passport.</li> </ul>	
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to A Level standard (or equivalent).</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level</li> </ul>
<b>Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills.</li> <li>• <b>Use of initiative</b></li> <li>• Good basic IT skills including familiarity with Microsoft Office.</li> <li>• Ability to work with clear systems and processes and produce the required management information.</li> <li>• Ability to work in a fast moving environment.</li> <li>• The ability to prioritise, meet deadlines and work under pressure.</li> <li>• Flexibility and willingness to undertake and learn new tasks.</li> <li>• Good team player.</li> <li>• Good attention to detail and accuracy.</li> <li>• Proven ability to deliver high standards of customer service.</li> <li>• Approachable, warm and friendly.</li> <li>• Ability to build and manage relationships with peers, senior managers, University stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds.</li> </ul> <p>Committed and responsible for promoting and safeguarding the welfare of children and young adults.</p>	<ul style="list-style-type: none"> <li>• Fluency or at least proficiency in a foreign language(s),</li> <li>• An interest in other nationalities and cultures.</li> <li>• Understanding of international student needs.</li> <li>• Ability to work in a busy administration department.</li> <li>• Understanding/knowledge of similar work i.e. student welfare, advice or counselling.</li> <li>• Supervising/management training</li> <li>• Prior experience of using student-based software/database packages such as SITS, Salesforce.</li> </ul>