

Job Description – Student Placements Officer

Company context

INTO's Mission: *Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.*

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched 18 unique joint venture partnerships with 19 universities in Europe, North America and Asia. We have enrolled over 50,000 students from 166 countries and now have about 1600 employees, based round the world.

Our Mission is underpinned by five core values: Purpose, Partnership, Performance, Passion and Pride. We seek employees who share these values in an organisation which has a diversity of talent specialisms and cultures.

Our website has details of how we are organised and our outstanding achievements so far.

Role Context

The post is part of the Student Placements Team. The team has a remit to support the placement of students who are studying INTO pathways courses to appropriate courses in Higher Education, and applications to INTO affiliate university partners.

The post is responsible for supporting students through the University application throughout their course of study at INTO London World Education Centre, and reporting on the centre's progression data. The role also includes assisting the Student Placements Manager in account managing INTO's network of affiliated Universities.

Reporting Line

The post holder reports to the Student Placements Manager.

Key Accountabilities

- To maintain university placement and progression records which will be used to contribute to the overall picture of the service level, and success of placement and progression to higher education achieved by INTO students.
- To provide materials, workshops and training sessions on the relevant stages of university application processes, for example, the development of personal statements or on deciding course and university choices.
- Working with the University Progression Officers, and other Student Placements Officers to ensure deliver of holistic approach in the progression to students to higher education.
- To proactively support group planning, training and development activities and initiatives.

Principle responsibilities and duties

- To deliver excellent customer service to students in securing alternative university places to our university partners.
- To communicate and engage regional offices and ensure our student placement successes are reported back to market.
- To organise and manage visits from key Affiliate Universities to specified INTO study centres.
- To liaise with Affiliate Universities regarding places for students who do not achieve the necessary grades for any of their offers.
- Such other duties, as may from time to time be required, as commensurate with the role and the needs of the business.
- To pro-actively contact Affiliate Universities and other universities regarding entry requirements, product knowledge and student offers.
- **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.**

Person specification

The post holder must be able to demonstrate with evidence the following;

Education and qualifications	Essential	Desirable
Graduate	*	
Further Languages would be welcomed – particularly from our key recruitment markets – for example, Arabic, Mandarin, Russian etc		*
Self-sufficient IT skills	*	
Experience, knowledge & skills	Essential	Desirable
Experience of dealing with applications and, ideally, placement of international students	*	
Understanding of UCAS and postgraduate application processes.	*	
IT and analytical skills and a good working knowledge of Microsoft Office.	*	

Excellent ability in written and oral communication. Management and collation of information.	*	
Ability to build and maintain confidence with staff and students.	*	
The ability to handle difficult situations both robustly but also with tact and sensitivity.	*	
Communicating to all audiences effectively.	*	
Contribution to the improvement of the student experience.		*
The ability to understand and analyse academic performance data.	*	
Relevant background and experience of dealing with international students either in the UK or abroad.	*	
Personal attributes	Essential	Desirable
Resilience in a challenging and changing environment. A positive outlook. Integrity and personal rapport in dealing with students, many of whom will be disappointed and resistant to the advice being offered.	*	
Openness to students and colleagues from a range of cultures and languages.	*	
Sound commercial intelligence and a commitment to the company's business related ethos.	*	
Achieving challenging and professional goals. Ability to prioritise work and working to deadlines with minimal supervision. A commitment to continuing professional development.	*	

Anticipating and solving problems and identifying opportunities. Analysing, interpreting and acting upon relevant information and data.	*	
Legal status	Essential	Desirable
Eligibility to work and travel in and from the UK, i.e. valid UK or EC passport or visa and work permits	*	
Appropriate DBS clearance.	*	

Location

The post is based in INTO London World Education Centre, 438 Mile End Road, London E1. Travel within the UK and globally may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or Partner location at any time.

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INTO is an equal opportunities employer. INTO is committed to safeguarding and promoting the welfare of young people and child protection screening will apply.

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.

If this role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974 then 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.