

## **Job description Student Placements Officer (permanent) –INTO London MDX Street London**

### **Context**

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

INTO University Partnerships works with leading UK, US and Chinese 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. In the UK, INTO University Partnerships has established twelve partnerships with leading British universities.

This is an existing post which forms part of an established and operational Student Placements team. The successful applicant will work at our centre in Middlesex Street which is the HQ for our partnerships with City University and Newcastle University London and be responsible for the placement of students who need or wish to make applications to Universities outside the Joint Venture Partnerships.

### **Reporting line**

The Student Placements Officer will report to the Academic Director at INTO London Middlesex Street and with a dotted line to the Student Placements Manager based in Brighton.

### **Job Purpose**

The post holder will draw on resources (including centrally negotiated placement agreements, comprehensive training and a range of common procedures) established by INTO Student Placements.

The role will involve working closely with INTO Academic, Student services and placement staff and with University Partner staff. You will support pathway students in applying to Universities outside our Partnerships with Newcastle University and City University. This customer focused role will include some travel around the UK working with our head office, our other centres and working with our affiliate university network.

The post holder will assist INTO City University staff, and staff at INTO's Head Office with:

1. Providing structured advice and counseling to undergraduate and postgraduate students in relation to completion and submission of applications to alternative

institutions to City University and Newcastle University for potential non-progressing students.

2. Coordinating student progression and placement activities at INTO London Middlesex Street
3. Undertaking regular monitoring of application statuses and providing relevant advice to students.
4. Liaising with universities in relation to student applications, and developing relationships and understanding with these universities.
5. Providing advice and guidance to colleagues involved in supporting students with the university application process.
6. Tracking information about students' final progression destinations and recording it to provide vital data for Senior Management.
7. Regular liaison with the University partner staff and supporting them in encouraging qualified students to progress to City University or Newcastle University.

## **Key accountabilities and duties**

1. To provide structured advice and counseling to undergraduate and postgraduate pathway students and to English for University Studies (EUS) students in relation to the completion and submission of university applications
2. To deliver excellent customer service to students in securing alternative university places to our university partners for suitably qualified students – including specific additional support for students in Clearing.
3. To maintain up to date and accurate university placement and progression records throughout the year 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.
4. 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.
5. To liaise with universities regarding places for students who do not achieve the necessary grades for any of their offers.
6. To organise and manage visits to key affiliate Universities.
7. To pro-actively contact affiliate institutions and other universities regarding entry requirements, product knowledge and student offers.



the global education partners

8. To communicate and engage INTO's regional offices and ensure our student placement successes are reported back to market.
9. Working with University Progression Officers, to ensure deliver of holistic approach in the progression to students to higher education – which maximises progression of suitably qualified students to our partner universities.
10. To support INTO partner Universities in ensuring that INTO students who meet the Joint Venture Partner's University's entry criteria are strongly encouraged to progress within the Joint Venture partnership.
11. To proactively engage in group planning, training and development activities and initiatives.

***Note: The job title does not define or limit duties. The post holder may be required to carry out other work within their abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon the job, duties or methods of working.***

INTO is committed to the safeguarding of young people and child protection screening will apply since 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 criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, or final warnings as well as convictions.

## Person Specification

	Essential	Desirable
<b>Legal Status</b>	Appropriate CRB clearance. Eligibility to work and travel in and from the UK, i.e. valid UK or EC passport or visa and work permits	
<b>Qualifications</b>	Good degree, English to native speaker standard.	Further language or languages skills would be welcomed – particularly from our key recruitment markets – for example, Arabic, Mandarin, Russian etc
<b>Experience</b>	<p>Experience of dealing with applications and, ideally, placement of international students.</p> <p>Ability to deliver high levels of customer service.</p> <p>Proven experience in managing information and updating records.</p>	
<b>Key Skills</b>	<p>Understanding of UCAS and postgraduate application processes, and academic requirements for University entrance.</p> <p>Ability to build and maintain professional relationships with staff and students.</p> <p>The ability to handle difficult situations both robustly but also with tact and sensitivity.</p> <p>High level IT skills particularly using Microsoft Excel.</p> <p>Excellent ability in written and oral communication.</p>	
<b>Decision Making</b>	<p>Anticipating and solving problems and identifying opportunities.</p> <p>High level skills in producing, analysing, interpreting and acting upon relevant information and data – particularly academic performance.</p>	

<b>Communication</b>	Ability to build and manage relationships with students, parents and stakeholders from a range of linguistic, ethnic and cultural backgrounds.	Contribution to the improvement of the student experience.
<b>Self-Management</b>	Excellent planning and organisational skills and the ability to work under pressure.  Desire and ability to achieve challenging professional goals.  Ability to prioritise work and working to deadlines with minimal supervision.	
<b>Personal Attributes</b>	Committed and responsible for promoting and safeguarding the welfare of children and young adults.  Relevant background and experience of dealing with international students either in the UK or abroad.  Openness to students and colleagues from a range of cultures and languages.  Integrity and personal rapport in dealing with students, many of whom will be disappointed and resistant to the advice being offered.  Resilience in a challenging and changing environment.  A positive outlook.  A good team player.	Sound commercial intelligence and a commitment to the company's business related ethos.

## Location

INTO London Middlesex Street  
102 Middlesex Street, London E1 7EZ

## Salary

The post role is aligned to Salary Band C within the range £24,242 - £31,516 per annum, inclusive of London Weighting Allowance, dependant on skills and experience.