

Job description

Student Services Team Leader

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.

Job Dimensions

Under the overall direction of the Head of Student Services, the post holder will provide leadership and management for the Student Services team. He/she will have oversight of all functions and processes associated with student services and will ensure high levels of customer care for all students studying at INTO City, University of London. He/she will manage the following services: the Welcome Desk, Induction and Orientation, Welfare, Social programme, and compliance. He/she will contribute to the development of a collaborative working environment to maintain and enhance the quality of the student learning experience at INTO City, University of London. This is a hands-on role requiring a large amount of interaction with students and staff. The post holder will deputise for the Head of Student Services in their absence.

Reporting Line

The Student Services Team Leader reports to the Head of Student Services.

Job Purpose

To lead on and deliver a comprehensive set of services and initiatives for the student services team and to support and deputise for the Head of Student Services in order to ensure exceptional service delivery at all times at INTO City, University of London. To



continuously improve, develop and review systems and processes to ensure that students are receiving an excellent student experience during their studies.

Key Accountabilities

General

- Ensure that the Welcome Desk is appropriately staffed at all times and student services staff are trained to be able to deal with all enquiries accordingly.
- Ensure that processes are in place for the preparation and delivery of information for students (e.g. bank letters and visas etc);
- Ensure that the Student Services Team are deployed effectively to cover demands on the service.
- Oversee the recruitment processes for the Student Services Coordinators accordingly
- To manage and oversee the development of extra-curriculum activities ranging from trips to clubs, sports and societies.
- To keep abreast of relevant legislation and best practice in all areas of responsibility by attending courses and workshops as necessary.
- To act as the principle point of contact with City University's Student Services in support of students studying on pre-university courses.
- Advise students where to get further help or advice if Student Services is unable to give the appropriate advice; liaising where necessary with the student support services at our partner universities;
- Devise and monitor rotas for the Welcome Desk and the Emergency Phone (out of hours cover)
- To participate in an out of hour's on-call rota, for dealing with emergency issues, using the 'Out of Hours Phone';
- Represent Student Services at Internal/external (stakeholder) meetings as required

Student Welfare

- To provide high quality welfare and pastoral advice / guidance to students experiencing issues that are affecting their general wellbeing or attendance and progress, students with a disability, mental health condition, or specific learning difference / additional support need.
- To provide a welfare support service offering individual advice, guidance and support to students on matters such as settling in and self-management, problems with attendance and engagement, family and relationship issues, health concerns and mental health difficulties, and study skills support – including follow-up case work as required.
- To work with the admissions team and the academic support team to identify students declaring a disability or specific learning difficulty in their application, or declaring upon arrival, and make arrangements for assessment by specialist staff



and assist with putting in place of any reasonable adjustments considered appropriate and necessary.

- To keep records of welfare meetings and adhere to a disclosure / confidentiality policy.
- To maintain and develop welfare-related policies, procedures, information sheets and workshops according to identified need and in order to facilitate the smooth and consistent operation of the service.

Under 18's and Safeguarding

- To maintain regular contact with students of less than 18 years of age ensuring that there is compliance with policy and the expected levels of duty of care.
- When required, to ensure that parents / guardians supply the necessary permissions for students under the age of 18 to study at the centre and ensure this is documented.
- To create and deliver safeguarding training to all staff in the centre.
- To liaise with parents, guardians, agents, admissions staff and other staff as necessary to ensure the wellbeing of students under 18 years of age.

Registration and Induction

- Plan and coordinate the student induction programme in liaison with academic staff and programme / senior management team.
- Lead and co-ordinate alongside the Head of Student Services accordingly the student induction, orientation and registration sessions for new students including creating pre-arrival information and communication, presenting welcome talks, organising welcome activities, health registration and police registration;
- Assist the Finance Department in liaising with students as well as chasing outstanding student payments

Admissions and Compliance

- In liaison with the Head of Student Services and Admissions staff ensure compliance with UKVI regulations at all times.
- To liaise with agents, sponsors and admissions staff to ensure that student related processes are correctly followed and accurate records are kept at all times;
- In liaison with the Head of Student Services, ensure that registration records, visa and passport information and original copies of qualifications are kept up to date and recorded accordingly on record systems
- Process courses changes, withdrawals and update student records accordingly
- Issue Confirmation for Acceptance of Studies (CAS's) on behalf of the Centre - liaising with Head of Student Services and City, University of London as necessary
- Send CAS update requests as required to City University Admissions teams
- To keep abreast of issues affecting international students (e.g. immigration requirements and University regulations)
- **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;**

The logo for INTO, featuring the word "INTO" in a bold, white, sans-serif font, followed by a white circle containing two right-pointing chevrons.

- **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

Band D (£29,944 - £40, 512 per annum) dependant on skills & experience

Location

102 Middlesex Street, London, E1 7EZ. From time to time there may be a need to spend some time at City, University of London.

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.

See next page for Person specification



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, i.e. valid UK or EC passport. 	
Education/Qualifications	<ul style="list-style-type: none"> Educated to A Level standard (or equivalent). 	<ul style="list-style-type: none"> Educated to degree level
Knowledge/Skills	<ul style="list-style-type: none"> Excellent communication skills. Management and Leadership skills Good basic IT skills including familiarity with Microsoft Office. Ability to work with clear systems and processes and produce the required management information. 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 and accuracy. Proven ability to deliver high standards of customer service. Approachable, warm and friendly. Ability to build and manage relationships with peers, senior managers, University stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds. Committed and responsible for promoting and safeguarding the welfare of children and young adults. 	<ul style="list-style-type: none"> Experience in leadership and management Fluency or at least proficiency in a foreign language(s), An interest in other nationalities and cultures. Understanding of international student needs. Ability to work in a busy administration department. Understanding/knowledge of similar work i.e. student welfare, advice or counselling. Supervising/management training Prior experience of using student-based software/database packages such as SITS, RoomService and SalesForce, INTOConnect

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

Leadership and Management

- Organising and executing:
- Planning and organising
- Delivering results and meeting customer expectations



- Following instructions and procedures

Adapting and coping:

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