Student Services Administrator (Student Orientation)
Glasgow International College
£17,500 per annum, 25 days annual leave + contributory pension
Job type: (Full-Time)

The Company
Part of Kaplan Inc., Kaplan International Colleges offers university preparation in partnership with leading universities in Nottingham, York, Liverpool, Glasgow, Bristol, Brighton, Bournemouth and London, allowing international students to progress onto a wide range of degree programmes at these partner institutions. In addition to first-rate teaching and excellent study facilities, KIC programmes offer a high level of personal support as well as access to the facilities and resources of our university partners. A new partnership is also operating in the United Arab Emirates (UAE) preparing students for entry to higher education programmes in the UAE.

Glasgow International College
Glasgow International College is operated in partnership with the University of Glasgow, located on the University’s main campus and offers programmes designed to prepare international students for entry to the University of Glasgow. The first students were admitted to the College in September 2007. The successful candidate will be part of a strong team supporting the delivery and development of the College’s administration processes.

The Role
The main responsibilities of the Student Services team relate to assisting with the day-to-day running of the Department, which is responsible for the delivery of all non-academic student facing activity. The Student Services Administrator is, therefore, a student facing and delivery orientated role with direct day-to-day operational responsibility for the quality of the services provided and the impact that this has on the student experience.

The main reporting line is through the Manager of Student Services, Head of Student Services and College Director.

Main responsibilities and functions:

- The production and distribution of all pre-arrival material for students to support their smooth transition to the College (including all Skype advisory sessions);
- The development and delivery of the College’s Registration & Induction programmes for each intake;
- Responsible for sourcing and maintaining all documentation/student records (Conditional Enrolment);
- Ensuring that the College’s internal process (Withdrawals & Deferrals), are applied and is compliant with its Tier 4 Sponsor Licence responsibilities;
- Responsibility for all arrangements for the College’s Student Forums (termly) including taking and circulating minutes;
- Responsibility for all arrangements for the College’s Joint Offer Holder visits (termly).
Team Responsibilities include:

- Assisting with the delivery of the College’s Arrivals and accommodation allocations, Registration, Induction & Social Programmes by delivering information, advice and administrative support;
- Supporting all other relevant recruitment activities related to all Departmental activities and responsibilities; including visits from individuals, student groups, sponsors, parents and other external stakeholders and bodies that influence recruitment for the College;
- Maintenance of the Departments VLE pages; maintaining consistency of branding, review of contents and introduction of blended learning;
- Assisting with the production of College (ASPG’s) & Departmental reports to support activities carried out by Student Services and to ensure good communication within the College, KIC HQ and with our partner university (the University of Glasgow);
- Supporting attendance monitoring; collating student responses, undertaking attendance meetings and recording outcomes;
- Updating and maintaining our student record database (CLASS), supporting systems and paper records;
- Supporting the arrangements for all assessments for students, when required;
- Assisting with all general enquires prior to and post arrival, relating to any area, in an efficient manner;
- Any other duties as required by the Head of Student Services or College Director.

Candidate profile

Essential

The successful candidate will be customer orientated with extensive team working experience gained, preferably, in the education, EFL or international student sector. Key skills and knowledge will include:

- Essentially, a UK undergraduate degree or equivalent or substantial professional experience gained through 3-5 years working in a responsible customer facing role;
- A good knowledge of UKVI rules and regulations for student Tier 4 visas;
- Experience within UK further and higher education and/or experience of international students studying in the UK;
- A proven ability to work in a fast-paced student environment, ideally with direct student contact in a supporting/advisory or welfare capacity would also be an advantage;
- The ability to illustrate a strong interest and/or experience of working with international students and a commitment to enhancing their experience;
- You will have a track record in delivering initiatives with a strong customer service focus;
- Excellent interpersonal, written and verbal communication skills with the ability to communicate issues to a wide audience;
- An ability to prioritise effectively, be flexible and manage your time under pressure;
- Excellent IT skills are essential and recent experience of database management is desirable.

Desirable

- The ability to demonstrate you respond positively to change and to be effective in changing situations is desirable;
- Recent experience of database management is desirable.

In addition the successful candidate will be enthusiastic, performance orientated with a desire for development within the role, and willingness to perform across, as well as up and down, the College structure.
Closing deadline for applications: 16 May 2017

Interviews to be held: 22 May 2017

Applications: Please apply via our Online Application for Glasgow International College with your CV and covering letter highlighting why you believe you are suitable for this role.

Application link: [Online Application Form - Glasgow International College](#)

For further details, please contact Julia Nouillan, Head of Student Services, on 0141 330 8014.

This appointment will be subject to clearance from the Disclosure and Barring Service. Employment is conditional upon successful completion of DBS and professional reference checks. Applicants must be able to provide proof of eligibility to work in the UK.

GIC/JN/FC/05/05/2017