Administrator (College Services) Social Programme
Glasgow International College
£18,500 per annum + contributory pension
Job type: (Full-Time)

The Company
Kaplan International Pathways, a division of Kaplan Inc, is an exciting company in the world of international education. We offer a range of courses from University preparation programmes in the UK, Australia, USA, China and Japan through to full degree programmes, in partnership with universities at locations in Singapore, Hong Kong and Australia. Through our academic partnerships with leading universities, we provide expertise in international student recruitment and focus on first-rate pastoral care and student support. We provide international students with high quality, flexible international education and study opportunities.

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 services.

The Student Services team, part of the wider College Services team, plays a vital role in supporting the administrative services provided to staff and students within the College. The team works together with Academic Services and Operations to provide support in all non-academic areas within the College.

Role
To develop and deliver the College’s student social programme and to ensure a high participation and engagement. This should include various locations off-site encouraging relationships with all external colleagues. Events and activities are also included within the College’s Welcome Week schedule and the post holder will also be expected to support College’s transition and applied learning activities.

Team responsibilities also cover the following areas and all members of the team will be expected to offer assistance and support when required for any of the following sessions/events;

- Arrivals & Accommodation;
- Individual visits from students, groups, sponsors, parents or any 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 & Departmental reports to support activities carried out by the College Services team;
- Updating and maintaining our student record database (KSS);
Assisting with all general enquiries prior to and post arrival, relating to any area, in an efficient manner;
Any other duties as required.

The reporting line is through the Manager (College Services), Head of Student Services and 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 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;
- Experience within UK further and higher education and/or experience of international students studying in the UK;
- 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 Services structure.

Closing deadline for applications: 14/11/2019. Interviews to be held thereafter.

Application Method
If you have the requisite experience and are excited by the opportunity of working with a strong group of professionals in a growing organisation, please apply using the URL link below:

Online Application

You will require a CV and covering letter stating how you meet the requirements of the role.

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.