Student Services Administrator
Glasgow International College
£17,500 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, Japan and Nigeria through to full degree programmes, in partnership with universities at locations in Singapore, Hong Kong and Australia. Through our academic partnerships with leading universities, our 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 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 (currently vacant), Head of Student Services and College Director.

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 enquiries 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: 20 October 2017 at 5 pm

Interviews to be held: 1 November 2017

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:
Application for Student Services Administrator Role at Glasgow International College

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.