Manager (College Services)

Glasgow International College
£28,000 per annum + 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, Glasgow, Liverpool, Essex, Brighton, Bournemouth, Bristol, York 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.

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
College Services plays a vital role in supporting all services. Teams are made up of three support areas (Student Services, Academic Services and Operations) and staff work together to provide relevant advice and support to both staff and students with all non-academic related issues. Within those teams, it is expected that Managers will work together specifically to support all administrators across all areas.

Main responsibilities and functions:

- Line-management of a group of team administrators;
- Ensuring the quality and delivery of work produced by the team, in a timely manner;
- Keeping the Head of Student Services informed through regular updates and discussion on key functions of the service and bringing areas of concern to her attention immediately;
- Overseeing and developing the processing and accurate recording of confidential information by the team. Specific responsibility for quality assurance and integrity of data stored and used to inform decision making at a local and national levels;
- Responsible for student data management and UKVI reporting in keeping with the College Tier 4 Sponsor License requirements and for informing senior management of areas of concern as soon as they arise;
- Working alongside the other Managers to ensure efficient use of resources across the teams;
- Managing visits from individuals and groups of representatives, sponsors, parents and other external bodies that influence recruitment for the college;
- Dealing with escalated cases concerning students at the college;
Helping to ensure all general enquires from students prior to and post arrival, relating to all non-academic areas, are dealt with in an efficient and effective manner;

Working with the other sections of College Services to ensure that the student experience is seamless;

Membership of Management team meetings across the College.

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:

- A sound understanding of UK further and higher education with specific reference to the Scottish sector.
- Understanding of student administration, student support and/or student welfare issues and systems.
- Knowledge and experience of working with international students.
- A proven track record in leading, developing or delivering initiatives with a strong customer service focus.
- Strong team leadership skills as demonstrated by a proven track record in this area.
- Excellent interpersonal, written and verbal communication skills with the ability to communicate complex issues to a wide audience.
- An ability to prioritise effectively and manage under pressure is essential.
- Excellent IT skills are critical and experience of database management is desirable.
- A willingness to learn about the linguistic and cultural challenges faced by international students and the ability to adapt communication style to acknowledge their needs.

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: Friday 17 May 2019.

Interviews to be held: to be advised.

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, Manager (College Services)

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.