

Candidate Information

Position:	International Officer, INTO
School/Department:	Academic Schools and Administrative Departments
Reference:	19/107553
Closing Date:	Monday 1 July 2019
Salary:	£33,199 - £39,610 per annum (potential to progress to £43,266 per annum through sustained exceptional contribution)
Duration:	Permanent

JOB PURPOSE:

To lead and manage the progression strategy and annual activity plan for INTO Queen's to deliver annual recruitment and progression targets to Queen's academic programmes.

To assist the Head of INTO and Global Recruitment Partnerships with the development of initiatives to leverage the INTO partnership in line with the recommendations of the INTO JV Board and INTO Queen's five-year business plan. To undertake a liaison role between QUB and INTO in relation to INTO recruitment initiatives for Queen's and to assist with direct recruitment activity within agreed markets including jointly hosting in-country visitors and familiarisations visit.

Lead on optimising the cascading of unsuccessful University applicants onto INTO Queen's Programmes.

MAJOR DUTIES:

1. Deliver annual INTO Queen's progression targets, establishing KPIs and metrics to monitor performance.
2. Working with relevant colleagues with INTO and the University, develop INTO initiatives such as sponsored student's opportunities and direct recruitment to increase international student recruitment in identified markets.
3. Provide support for direct recruitment activity with INTO Global Recruitment Units (GRUs) teams in over 50 countries to enable market-based teams to recruit and market Queen's programmes. This will include developing positive relationships with INTO GRUs, monitoring and reporting performance and providing training and assistance to market-based teams as well as hosting and developing itineraries for international visitors on familiarisation visits.
4. Monitor, review and recommend changes to INTO Programmes to enhance progression to the INTO Queen's Academic Director and work with INTO to provide evidence-based recommendations to relevant University working groups about changes to INTO programmes, progression routes, scholarships, incentives and the INTO student experience to maximise recruitment from INTO.
5. Develop and deliver a comprehensive progression marketing and activity plan in partnership with faculties and stakeholders to promote the progression opportunities and showcase the Queen's experience to INTO students. Deliver an annual calendar of progression events including student fairs, faculty visits, social events and meetings with INTO Queen's Alumni.
6. Provide an effective student counselling, application and progression support service for INTO Queen's students and potential applicants to ensure a smooth transition onto Queen's academic programmes, including information and advice on entry requirements, admissions processes, visa requirements and progression opportunities.
7. Lead on liaising with the University to overcome any barriers that the University may have in place which have an impact to progression of students to INTO Queen's or recruitment of students into the INTO Queen's Centre.
8. To lead on the cascading process to develop a structure to offer unsuccessful Queen's University applicants an offer on an INTO Queen's pathway programme where applicable.
9. Evaluate Queen's University applications which have been unsuccessful for direct entry and make decisions regarding suitability for academic enrolment against agreed academic criteria and advise and counsel applicants who require additional English language provision on the INTO Queen's programmes.
10. Jointly line manage the INTO progression/placement support officer.

11. Deliver excellent customer service and relationship management with INTO GRU, INTO Queen's students and stakeholders to ensure appropriate progression opportunities for INTO students and to optimise conversion rates from enquiries to enrolment. Manage relationships effectively with key stakeholders including students, parents, agents, sponsors, Queen's stakeholders, INTO partner universities and INTO regional office staff.
12. Represent INTO Queen's and the International Office at University and INTO IUP working groups and events and ensure effective communication between INTO Queen's and QUB. Develop and maintain detailed INTO Queen's progression, performance and placement records and management information to provide regular reports to University INTO working groups.
13. Undertake other duties and responsibilities to support the goals of the International Office as required. This may include International travel to support recruitment for both direct entry and INTO Queen's.

Planning and Organising:

1. Plan and organise activity to ensure achievement of progression targets.
2. Provide of regular management information which will include monthly review and formal reporting and presentations to department and senior staff in QUB.
3. Use discretion to determine priorities and resolve conflicts to meet targets and deadlines.
4. Implement plans, taking into account issues such as cost and timescale to ensure effective operation on a day to day basis.
5. Outstanding attention to detail and responsibility for the quality of data entered on all systems; Evaluate and respond to student enquiries and applications via a variety of channels – both written and spoken - within agreed timescales.

Resource Management Responsibilities:

1. Work within budget for INTO progression and assist with monitoring of INTO IUP initiatives budget.
2. Work closely with the INTO Placement provision in centre to ensure progression is not impacted.

Internal and External Relationships:

1. Play a key role in the INTO Queen's and INTO IUP relationship on behalf of the International Office.
2. Develop positive working relationships with INTO GRUs.
3. Develop strong working relationships between INTO and University stakeholders and staff.
4. Develop excellent relationships with INTO Queen's students and provide an effective counselling and progression support service.
5. Work closely with the Admissions teams in both the University and in INTO IUP.

ESSENTIAL CRITERIA:

1. Honours degree (or equivalent qualification) in any subject.
2. Minimum 3 years' relevant experience. Extensive student counselling experience.
3. Demonstrable track record in delivery of bottom line outcomes.
4. Knowledge of Foundation programmes and INTO IUP.
5. Good commercial acumen.
6. An excellent understanding of the needs of international students.
7. Knowledge of a range of international recruitment markets.
8. Ability to analyse and interpret data effectively.
9. Proficient user of MS Office packages and general confidence with IT systems.
10. Excellent presentation and interpersonal skills.
11. Ability to communicate with and relate to people at all levels both internally and externally.
12. High levels of motivation and enthusiasm.
13. Target focused and driven to succeed.
14. Resilience.
15. Solutions orientated and problem solving skills.
16. Ability to establish and develop strong working relationships.
17. Willingness to undertake overseas travel.
18. Willingness to work weekends, evenings etc as required.

DESIRABLE CRITERIA:

1. Higher degree.
2. Professional marketing qualification.
3. Experience of working with pathway providers effectively.

4. Experience of supporting student progression.
5. Knowledge of a broad range of marketing tools.
6. Experience of organising student events.
7. Excellent business development skills.
8. Working within a team setting.
9. Management of staff and partners.
10. Ability to manage resources and staff.
11. No known impediment to travel in any country.