

# International Recruitment, Conversion and Transitions Officer

Department	Student Lifecycle ( <a href="http://www.strath.ac.uk/studentlifecycle/">www.strath.ac.uk/studentlifecycle/</a> )		
Staff Category	Administrative and Professional	Reference No	543239
Reports To	Admissions Team Manager	Grade:	6
Salary Range:	£30,619 – £34,314	Contract Type:	Fixed Term (24 months)
FTE	1 (35 hours/week)	Closing Date	18/07/2023

## Job Advert

An opportunity has arisen within the Student Experience Directorate to appoint an International Recruitment, Conversion and Transitions Officer (IRCTO) to work jointly across the Admissions and International Student Services teams focusing on an international partnership project. The post holder will work as part of the Admissions team focusing on applications for our affiliated partner, the Study Group, which will involve adhering to agreed turnaround times for optimal applicant experience and contributing to successful growth targets for this project.

Liaison with our affiliated partner, The Study Group, will be a core part of the role providing guidance and advice to applicants but also to colleagues within the Study Group.

Working under the direction of the Admissions Manager the successful candidate will manage the day-to-day operation of the project in terms of service delivery and customer service, in order to ensure efficiency, effectiveness and quality. They will provide administrative and organisational support to our key stakeholders: Academic, Faculty and administrative colleagues within the University, and external organisations.

Educated to HNC/HND level or with equivalent qualifications and/or experience, you will have relevant experience of a student information management system in an FE or HE environment as well as proven analytical, interpretational and supervisory skills. You will be able to demonstrate a strong understanding of the interface between the Student Lifecycle Team and academic departments.

## Job Description

### Brief Outline of Job:

Working closely with colleagues across the Student Experience Directorate liaising with colleagues in our affiliated partner, The Study Group, you will provide a high level of customer service to managing enquiries from applicants, liaise with Faculties and Study Group colleagues on applications, providing expert support and advice for International partnership applicants, managing enquiries and applications through to registration.

The Study Group are a global business, as an affiliated partner of the University to provide specialist support with higher education student recruitment, admissions, progression and enrolment. Believing that student enrolment and success are fuelled by personal interactions, the post-holder will enable us to deliver personal, student engagement journeys at scale along with delivering a professional, fair and efficient applicant experience to prospective students.

Reporting to the Admissions Manager, you will be responsible for dealing with a wide range of applications to the University, and for building & maintaining excellent working relationships with colleagues in academic areas. Working efficiently and flexibly, the role plays a key part in the delivery of an excellent applicant experience and assisting the University to meet its student number targets, by admitting suitably qualified applicants.

You will be required to develop a detailed understanding of the Study Group pathway programmes, the admissions process and UKVI sponsor guidelines for international and UK qualifications (for undergraduate and postgraduate entry) and of UKVI students.

The successful candidate will have experience of admissions in a higher education setting. You will have excellent organisational skills with the ability to prioritise and work under pressure. The nature of the work requires individuals with good interpersonal skills who can successfully work in a team and flexibly.

The University is keen to encourage applications from a diverse range of candidates, offering a flexible approach to working wherever possible. We will give you in-depth system and university specific training, but it will be your attention to detail and personality that makes the difference.

### **Main Activities/Responsibilities:**

1.	To be the main contact for Study Group Admissions, the University's Student Experience Admissions and Compliance Team and the ISC Student Experience Team.
2.	To engage with all international applicants (UG and PGT) that satisfy International Study Centre (ISC) entry requirements to see if they would be interested in joining the appropriate ISC foundation pathway programme. As a result, be the key University contact for all Study Group and ISC students, and to manage the designated mailbox for SG students to send enquiries to providing guidance on the University pathway programmes and progression degrees.
2.	To input applications information into the appropriate university system(s) and appropriate Study Group system(s) to support the application process by requesting outstanding documentation such as BRPs, academic transcript, passport, then attaching these copies to each application record, to assist in the turnaround to CAS issuance.
3.	To liaise with the appropriate Strathclyde Faculty International Admissions Team Leader for a decision on selected applications.
4.	To match up deposit payment receipts with payments to allocate to applicants record.
5.	To ensure the ISC and Study Group Admissions have visibility of stages in process of applicants' CAS by keeping the tracker documentation updated (this is a joint responsibility with Study Group Admissions) provide ISC with data on conversion rates and updates on student's status, when required.
6.	To ensure the Study Group Partner Offer Matrix is updated and engage with ISC colleagues on any changes to the entry requirements or inclusion on any new progression programmes.
7.	To liaise with University Faculty staff involved in the induction process to be able to inform students about tasks required beyond enrolment and where to get support for these.
8.	To support / facilitate and attend Study Group and ISC conversion events/drop-in clinics (online and/or in person). Such events may include academic information sessions, transition activities, student information assemblies etc. Liaison with Link Tutors, student support teams, faculties and ISC colleagues will be needed to support this activity.
9.	To contact all students who have satisfied progression to the University and provide clear guidance on enrolment (e.g. paying their deposit and advising on any scholarship opportunities) and guide students through the enrolment process until point of enrolment onto their degrees at the University.
10.	To assist the ISC in communicating steps required for transition to the University (e.g. presenting to students, creating student-facing resources, writing bite size announcements on specific parts of the process etc.).
11.	To Identify trends and provide feedback on opportunities to Study Group Admissions, Sales and Marketing and the University's Recruitment and International Office.
12.	Monitoring, collating and reporting on academic performance of ISC "graduates" once they have joined the University, individual, cohort, module and programme performance.
13.	Undertake other duties as appropriate to the grade and content of the post, as directed by senior team members. This list of duties is therefore not exhaustive.

## Person Specification

### Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

Educated to HNC/HND or with equivalent qualifications and/or experience

Relevant work experience of a university student record system

### Experience

Thorough knowledge and understanding of student record practices, processes and procedures from a Student Experience or university department perspective

Oracle, PEGASUS (University of Strathclyde Web Services), & IT systems experience

Supervision and co-ordination of a Student Experience section or similar University Team

### Job Related Skills and Achievements

Demonstrably strong understanding of the interface between Student Experience and academic departments

Ability to effectively engage with a wide range of internal and external colleagues and to build strong working relationships that support the achievement of objectives.

Excellent customer service skills, including the ability to effectively anticipate customer needs and prevent complaint escalation.

Strong IT and organisational skills

### Personal Attributes

Able to work independently, and prioritise competing demands ensuring continued delivery across a number of functional areas

Able to work as a part of team; adopting an holistic approach that meets the collective aims and objectives of the wider department

Able to liaise productively with several, and sometimes competing, stakeholders

An enthusiastic approach that facilitates the contribution of ideas within the work of the team

## Application Procedure

Applicants are required to complete an application form including the name of three referees who will be contacted without further permission, unless you indicate that you would prefer otherwise. Applicants should also submit a Curriculum Vitae and a covering letter detailing the knowledge, skills and experience you think make you the right candidate for the job. Applicants should also complete the Equal Opportunities Monitoring Form.

## Other Information

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Susan Davidson, Admissions Team Manager, [susan.davidson@strath.ac.uk](mailto:susan.davidson@strath.ac.uk)

### Rewards and Benefits

Our staff have access to a wide range of outstanding benefits that include financial rewards, family friendly and wellbeing benefits and career development opportunities, details of which can be found [here](#).

### Conditions of Employment

Conditions of employment relating to the Administrative and Professional staff category can be found at: [Conditions of Employment](#).

### Probation

Where applicable, the successful applicant will be required to serve a 9 month probationary period.

## Pension

The successful applicant will be eligible to join the Universities' Superannuation Scheme. Further information regarding this scheme is available from [Payroll and Pensions](#).

## Relocation

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them. Further details are outlined in the Relocation Policy.

## Interviews

Formal interviews for this post will be held on 07/08/2023.

## Equality and Diversity

We value diversity and welcome applications from all sections of the community.

The University currently holds a Bronze Athena SWAN award, recognising our commitment to advancing women's careers in science, technology, engineering, maths and medicine (STEMM) employment in academia.

## University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. [Our Values](#) have been derived from how we act and how we expect to be treated as part of Strathclyde.



# Conditions of Employment

## Administrative and Professional Services Staff Grades 6 and above



### 1. GENERAL CONDITIONS

Members of staff are subject to the Charter and Statutes and the Ordinances and Regulations of the University, published in the Calendar, and to any amendments or additions thereto approved by the University Court and, in the case of the Charter and Statutes, the Privy Council. Staff are also expected to familiarise themselves with, and adhere to, general University policies and procedures, as published on University web pages.

The University Court recognises Strathclyde University and College Union (SUCU) as the sole body with which it will negotiate and consult on all collective issues concerned with the terms and conditions of employment of Administrative and Professional Services staff in Grades 6 and above. Such terms and conditions may be varied by the University Court after negotiation and consultation with SUCU.

Each member of staff is responsible for the proper performance of allocated duties to the person or persons specified in the member of staff's letter of appointment and any accompanying papers.

The University is committed to ensuring that its business is conducted in an open and transparent manner and will take all appropriate steps to address risks of bribery or corruption. Members of staff are required at all times to act honestly and with integrity and to safeguard the resources for which they are responsible. The University has in place a robust Public Interest Disclosure (Whistleblowing) Policy to enable concerns to be brought to its attention. This is available at [www.strath.ac.uk/publicinterestdisclosure](http://www.strath.ac.uk/publicinterestdisclosure). Other relevant policies, e.g. Fraud Prevention and Conflicts of Interests, can also be found on the University's website.

Any member of staff may at any time be exposed to commercially sensitive information, information related to potentially valuable intellectual property or information which may otherwise be of a confidential nature. This information, which could be found anywhere in the University, may be written or disclosed orally, can include information of a commercial or technical nature, and may be owned by the University or by third parties. The University requires all employees to keep any such information confidential in the first instance and not disclose, publish or otherwise disseminate it without prior consent of the University. Such confidentiality obligations are commonplace and in the commercial interests of the University. When in doubt advice should always be sought from Research and Knowledge Exchange Services prior to disclosure.

The University operates probationary periods for new staff, the duration of which will be specified in individual letters of appointment. The normal probation period for posts in this staff category is 9 months for those at grades 6 and 7, and 12 months for grades 8 and above. Further guidance on probationary procedures is published at [www.strath.ac.uk/hr](http://www.strath.ac.uk/hr).

Further information on the terms and conditions specified in this document and other staffing policies and procedures can also be found at [www.strath.ac.uk/hr](http://www.strath.ac.uk/hr).

### 2. SALARY

Appointments are made at an appropriate salary point on the University's grading structure, with initial placing determined according to qualifications and experience. Increments are paid to staff on 1 April each year, when the employee has a minimum of 6 full months of service at the appointed grade, allowing progression to the next point on the salary scale until the top guaranteed point of the scale is reached.

Arrangements in relation to overtime, additional hours, non-standards and on-call working are published at [www.strath.ac.uk/staff/policies/hr](http://www.strath.ac.uk/staff/policies/hr)

Salaries are paid directly to staff members nominated bank account, normally on the second last working day of the month.

### 3. HOURS OF WORK

The normal working week is 35 hours. Unless otherwise indicated in an individual's letter of appointment, the normal hours are 9.00am to 5.00pm Monday to Friday with a one hour lunch break. Certain members of staff may be required to work some hours outwith this normal pattern and this should be agreed locally.

Overtime rates do not apply to staff grades 6 and above. Where a Head of Department/School/equivalent requests additional work, above the standard working week to meet the particular requirements of the Department, equivalent time off in lieu may be granted by prior agreement.

### 4. HOLIDAYS

Annual leave entitlement is 31 days per year to be taken by agreement with the line manager. For staff members working on a part-time basis, holidays will be calculated on a pro-rata basis.

In addition to annual leave there is an entitlement to eleven public holidays per year which should be taken on days that the University is closed for this purpose. The University presently closes for four additional days over the Christmas and New Year period. **These additional days count against the annual leave entitlement.**

For staff members working on a part-time basis, public holiday entitlement will be calculated on a pro-rata basis.

Annual leave and public holiday entitlements should be taken in the leave year to which they relate. Up to five days leave can be carried forward into the new leave year subject to line management agreement. In exceptional circumstances, Heads of Department/School/equivalent may approve carry forward of accrued annual leave in excess of five days.

The University's expectation is that staff take all accrued holidays prior to their termination date. If staff have exceeded their entitlement the University will deduct an equivalent number of days pay from final salary payments.

## 5. SICKNESS ABSENCE

During any period of absence through illness or injury provided the appropriate notification and certification procedures have been followed the University will pay a member of staff (having taken account of the aggregate of all periods of absence due to illness during the twelve months immediately preceding the first day of the current absence) as follows:

<b>Period of Continuous Employment at start of absence from work</b>	<b>Full Pay</b>	<b>Half Pay</b>
Less than 1 year	1 month	1 month
1 year but less than 2 years	2 months	2 months
2 years but less than 3 years	4 months	4 months
3 years but less than 5 years	5 months	5 months
5 years or more	6 months	6 months

In order to manage the University's sick pay scheme the University requires to maintain sickness absence records on individual members of staff. When making payments after the expiry of statutory sick pay the University will deduct an amount equivalent to any benefit normally payable by the Department of Work and Pensions. For full details on the general University policy in this area please refer to the Sickness Absence Management Policy at [www.strath.ac.uk/staff/policies/hr](http://www.strath.ac.uk/staff/policies/hr).

## 6. PENSIONS

If you are under age 75 at the date your appointment commences you will automatically become a member of the pension scheme operated by the University — the Universities Superannuation Scheme (USS). You will be admitted to the career revalued benefits scheme called the USS Retirement Income Builder; the contribution rate that currently applies is 9.8% of pensionable salary. A threshold applies to the maximum salary that counts towards the USS Retirement Income Builder. The current threshold from 1 April 2023 is £41,004 per year. Contributions based on salary above the monthly equivalent rate of the threshold are paid to the defined contribution section of the scheme called the USS Investment Builder. Please use the following link to access information, including the USS Member Guide: <https://www.uss.co.uk/for-members/youre-a-new-joiner>. The scheme booklet is called 'Your Guide to the Universities Superannuation Scheme'.

The University operates a salary exchange arrangement, Pensions Plus, for members of the USS. Pensions Plus enables pension contributions to be made in a manner so that both employees and the University can benefit from available National Insurance Contribution savings. You will be automatically included in Pensions Plus, provided it does not adversely affect your take-home pay or your ability to claim certain state benefits. If your earnings fall below the Pension Plus pay protection limit you will be opted out of Pension Plus. This will not affect your membership of the USS.

New members of staff may opt out of USS within three months of taking up appointment and will then be treated as if they had never been a member of the scheme. After three months members of staff who wish to withdraw from USS during their employment will be required to give a minimum of 28 days' notice in writing to the University. Any member of staff who wishes to opt out should contact the Pensions Section, Finance, in the first instance ([pensions@strath.ac.uk](mailto:pensions@strath.ac.uk)). Please note that if you are a member of Pensions Plus and withdraw from USS with less than two years of membership, or cease employment with the University and have less than two years of USS membership, the option of a refund of pension contributions will not be available to you. Instead, USS must provide you with a pension benefit that is payable from your Normal Pension Age. Regardless of whether you participate in Pensions Plus, if you are a member of the pension scheme for two years or more you are not entitled to a refund of pension contributions on leaving the scheme, you will be entitled to a pension benefit.

The University reserves the right to alter or withdraw Pensions Plus as it sees fit or as required to comply with legislative changes. Withdrawal or amendment of Pensions Plus will not affect your membership of USS. If you do not wish to participate in Pensions Plus but wish to remain in

the pension scheme please contact the Pensions Team who will provide you with a non-participation form.

Information regarding pension scheme membership can be found on the Pensions pages of the University's website. Full information regarding USS can be found on the USS website – [www.uss.co.uk](http://www.uss.co.uk)

## 7. PLACE OF WORK AND RESIDENCE

Members of staff will be based on the John Anderson Campus, unless otherwise stated in the letter of appointment. The Department/School in which the post is initially placed will be specified in the letter of appointment although there will be an expectation to work at such other places as required in the course of employment.

If the need arises for members of staff to work outside the UK for a period (or periods) of more than one month then such arrangements will be subject to mutual agreement. Members of staff would then be provided with a statement in advance setting out the terms covering such periods of employment.

The University does not normally place specific restrictions upon the place of residence of members of staff. All staff are, however, expected to reside in a location which is compatible with the satisfactory fulfilment of all the duties associated with their appointment.

## 8. CONSULTANCY/FURTHER ACTIVITIES

To support the strategic objectives of the University and to facilitate individual professional development, the University encourages staff to engage in professional activities with outside bodies related to their field of work. In many cases, such activity will be approved on the basis that it represents University knowledge exchange activity and should therefore be treated as part of the individual's overall workload and managed through the University's systems. It is also recognised that there will be some cases where an activity is entirely separate from the University and should thus be notified/approved as a personal business activity. For further information please refer to the "University Procedure in relation to Work for Outside Bodies including Consultancies", which forms part of the employment contract and can be accessed at [www.strath.ac.uk/hr](http://www.strath.ac.uk/hr).

## 9. DISCIPLINARY AND GRIEVANCE PROCEDURES

Further information on the University's disciplinary and grievance procedure can also be found at [www.strath.ac.uk/policies/hr](http://www.strath.ac.uk/policies/hr) or on request from Human Resources.

## 10. NOTICE AND TERMINATION

The employment of a member of staff is terminable by at least three months in writing, on either side; except during probationary period when the notice period is one month. If notice is being given by a member of staff earlier release may be granted if this can be arranged without detriment to the work of the department or area. If the appointment is for a fixed term it will expire at the end of the period without the necessity for notice. Fixed term contracts may be terminated by either party short of the expiry date by the serving of one month's notice in writing. The University is not obliged to continue a fixed term appointment beyond the employment period. For employees appointed above Grade I0, the notice period for both the employer and employee will be 6 months, except during the probationary period when a one month's notice period will apply. One month's notice will also apply for fixed term contracts terminated short of the expiry date.

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