

## Higher Education Progression & Partnership Coordinator

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Job Title:	Higher Education Progression & Partnership Coordinator
Reports to:	Progression & Partnership Director
Location:	<b>ONCAMPUS</b> London

### The Company

**ONCAMPUS** provides high quality pathway programmes to prepare international students for undergraduate and postgraduate study at the world's leading universities. Our pathways offer guaranteed progression to over 500 degrees at our partner universities, and since 2008, **ONCAMPUS** has helped more than 4,000 students progress to the best universities in the UK, USA and Europe.

**ONCAMPUS** is part of Cambridge Education Group, which has been delivering the highest quality academic, creative and English language programmes since 1952, and has prepared thousands of students to progress onto the world's leading universities.

Whatever students aspire to, whichever college, school or centre they choose, Cambridge Education Group promises excellent teaching, premium facilities and the personal service our students demand.

Cambridge Education Group aims to be the undisputed customer service leader in the international education sector and to be recognised as such by its agents, partners and their clients, by the universities it works with and by its competitors. The objective is simple: to deliver exceptionally high standards of service in every single customer interaction and to ensure that our company values are clearly understood and are effectively applied across the whole organisation in all teams and at all levels of responsibility.

CEG is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The Company also expects all staff and volunteers to share the Company's commitment to Equal Opportunities within the workplace.

### Job Overview

The Higher Education Progression & Partnerships Coordinator is required to manage all administrative aspects of student progression and graduation onto undergraduate degree courses with UK universities. The post-holder will provide support and training to Personal Tutors, Academic staff and external CEG Sales and Marketing teams on higher education services and progression pathways onto partner universities and degree programmes at other UK institutions, in order to achieve quality outcomes and placement. The HE Progression & Partnerships Coordinator will act as the main point of reference for HE and UCAS applications and build on existing relationships with universities to maximise quality learner progression and recruitment onto undergraduate degrees; to ensure staff and students complete all applications in an accurate and timely manner, through training and counselling of students and staff.

### Job Description

The following section outlines a more detailed, but not exhaustive, description of the duties pertinent to this post.

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### Key Responsibilities

#### Progression and Graduation

- Take responsibility for all administrative aspects of student progression and graduation onto undergraduate and postgraduate degree courses with our University of London (UoL) Partners, other UoL Colleges, UK universities and overseas applications if required; managing registration/application, progression, placement and graduation processes.
- To work collaboratively with the Higher Education Support Officer overseeing admin tasks and operation in a timely manner.
- Manage and maintain all progression statistics and HE data for quality assurance procedures (QAA/OfS, UKVI) providing accurate data to/from Partner colleges and CEG Marketing, Admissions, Finance teams;
- Assist the Progression & Partnership Director in the management of college partnerships in areas such as student recruitment, promotion and conversion onto partner colleges; meeting long term CEG needs in promotion, student progression, graduation, agreements;
- Coordinate familiarisation, communication and conversion events with partner colleges; provide regular updates on progression and graduation to the Progression & Partnership Director/Centre Head Operations, ONCAMPUS Marketing Manager Sales Managers and University Partner International Offices;
- Provide support and training to Personal Tutors, Academic staff and External CEG Sales and Marketing teams on higher education services and progression pathways onto partner universities and degree programmes with other UK institutions, in order to achieve quality outcomes and placement;
- Assist coordination of recruitment and conversion activities with partner universities on behalf of the Centre; representing the Centre at Conferences, Taster Days, Familiarisation Days and giving presentations to relevant parties in UK, and overseas as requested by MDM Sales & Marketing Teams, and other various in-centre and in-market sales activities scheduled for the Centre throughout the academic year;
- Act as the main point of reference for HE and UCAS applications and build on existing relationships with partner universities to maximise quality learner progression and recruitment onto undergraduate degrees; to ensure staff and students complete all applications in an accurate and timely manner, through training and counselling of students and staff;
- Assist the Centre with admissions enquiries, recruitment, request for references;
- To be responsible for dealing with enquiries from external partners, namely educational agents and consultants on matters relating to higher education progression, services and graduation;
- Contribute to tracking progression of previous alumni students in higher education and employment producing data for publicity PR materials;
- Provide additional assistance to the Progression & Partnership Director, Academic and Pastoral Teams and Centre Head Operations as may be reasonably required.

#### Collaboration with Partner Universities

- To identify and assist promotion, recruitment and conversion opportunities with university partners, e.g. organising relevant partner visits, lecture weeks, counselling sessions, inspirational guest lectures and other motivational events.
- Coordinate and assist the Progression & Partnership Director and the Centre in management and development of strong working relations and communication with partner universities promoting

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understanding of our programmes and pathways, student applications, graduation, maintaining clear communication flows on the application and graduation processes at all times.

- To assist the Progression & Partnership Director in coordinating business review meetings with partner colleges on a termly basis.

### Marketing, Promotion and Public Relations

- To be the Centre's first point of contact for students, parents, university partners, external agencies with enquiries and management of information regarding higher education undergraduate options; providing relevant updates to the Progression & Partnership Director, Centre Head, Marketing and Sales teams when appropriate, assisting recruitment, training and promotion of Centre to educational agents at home and overseas.
- To maintain database of student applications and progression and provide up-to date status reports for the Progression & Partnership Director, Centre Head, CEG Central Marketing Staff and University Partner International Offices, in line.
- To promote ONCAMPUS London programmes of study among other universities, to increase awareness and thus the scope for student progression, representing the Centre at Conferences, Open Days, meetings, etc.
- To promote the Centre, programmes and support in-market sales teams by participating in overseas campaigns at least once per year.
- To raise awareness of HE provision and bring to attention significant changes to ensure accurate information is disseminated across sales and marketing teams to support their activities.
- To support other marketing and recruitment activities as HE Progression expert in UK and overseas as required.

### Other

- To welcome visitors and students and carry out reception duties according to local arrangement.
- To liaise with staff, parents, students and other stakeholders.
- To report to Academic and Personal Tutors any issues which require action to effectively support students and work closely with all staff of ONCAMPUS London to ensure that all students have maximum academic and pastoral support.
- To provide administrative support to the centre and to carry out other tasks as requested by the Progression & Partnership Director, Centre Head, in line with the company's aims and objectives.

In particular, you will:

- Treat students with dignity, building relationships rooted in mutual respect;
- Have regard for the need to safeguard students' well-being, developing and maintaining a full understanding of current procedures;
- Show tolerance of and respect for the rights of others;
- Maintain high standards of attendance and punctuality;
- Help to create and maintain a safe working environment for everyone;

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### Person Specification

#### Education

- Educated to at least degree level or equivalent

#### Experience

- Experience of working in an educational environment, preferably within an international student context
- Experience of providing advice and guidance in a professional setting

#### Skills

- Excellent communication skills both verbal and written
- Confident user of MS Office applications, particularly Outlook, Excel, Word and in ability to pick up internal IT systems with training.
- Good critical thinking and problem solving skills
- Strong organisational skills

#### Behaviours

- Maintains the confidence and mutual respect of colleagues at all levels
- Contributes to an open and supportive team environment
- Is proactive with the ability to react positively to unexpected circumstances.
- Takes responsibility for work issues and problems of an operational, strategic, welfare or pastoral nature within their remit.
- Is able to learn from experience.
- Knows when to ask for support and advice from colleagues.

### Employee Values

**Accountability and Ownership** – takes responsibility, meets commitments, dedicated, confident, invested in the work that they do and doing it well, pro-active, makes decisions, calculates the risk and shows leadership.

**Having Enthusiasm** - being flexible and responsive, can do attitude, hardworking, honest, has a willingness to learn, goes the extra mile, is positive in the face of challenges.

**Being Creative** – looks for new ways to improve, takes ideas and implements them, looks at problems in different ways, is solutions led.

**Being a Team Player** – friendly, punctual, reliable and respectful of their co-workers, communicates with enthusiasm, collaborates with colleagues, shares knowledge and teaches others.

**Being Customer Focussed** – approachable, helpful, shows empathy, communicates openly and welcomes feedback, builds relationships, organised, detail orientated, effective and efficient, courteous and professional.