

Higher Education Progression Support Officer

Job Title:	Higher Education Progression Support Officer
Reports to:	Progression & Partnership Director
Location:	ONCAMPUS 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 Support Officer is required to assist in the work of ONCAMPUS London's Higher Education Progression team, working closely with the HE Progression & Partnerships Coordinator in a range of tasks relating to student progression and graduation on to undergraduate and postgraduate degree courses with University of London and other UK Universities.

Job Description

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

Key Responsibilities

General Responsibilities

- To assist the Higher Education Progression & Partnerships Coordinator, Progression & Partnership Director and Centre in a range of administrative aspects relating to student progression and graduation

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onto undergraduate and postgraduate degree courses with University of London (UoL) Partners, other UoL colleges, and UK universities; including registration, application, progression and placement processes.

- To take joint responsibility for maintaining progression statistics and HE data for quality assurance procedures (QAA, UKBA) and provide accurate data to partner colleges and CEG Marketing, Admissions, Finance teams.
- To assist the Centre with the preparation of references and personal statements.
- 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.
- To check student UCAS and postgraduate applications.

Collaboration with Partner Universities

- To provide effective admin support for the Centre, with a particular focus on HE support. This to include support to events such as conversion activities and visits
- To support the maintenance of tracking systems in place, as guided by the HE Progression & Partnerships Coordinator, Progression & Partnership Director, and/or Centre Head.

Other

- To welcome visitors and students and cover reception duties as per the local arrangement
- To liaise with staff, and students, and other stakeholders as required
- 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, HE Progression & Partnership Coordinator, 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 (desirable)
- Experience of working in an administrative role
- 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.