

Application Advisor

12 Oct 2023

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

INTO University Partnerships is an independent organisation committed to expanding higher education and career opportunities for students across the globe.

We believe in the power of education to transform lives. We believe that movement of students leads to movement of ideas, which in turn creates better and more successful societies.

We connect students seeking quality international education with leading universities worldwide aspiring to widen their global reach and impact. Achieving the best learning experience and career prospects for students is central to our mission.

Since our inception in 2005, INTO has pioneered innovation in international education and created groundbreaking partnerships with 30 universities in the US, UK and Australia. We have so far helped more than 130,000 students from 190 countries realise their dream of achieving a degree from a world-class university. We also equip students to get a head start in building a career. We do this by offering exceptional academic and employability skills programmes.

We are active in over 120 countries and provide unrivalled personalised service to international students with more than 1,500 experienced staff worldwide and a global network of 2,000 recruitment partners.

Our websites have details of how we are organised and our outstanding achievements so far:

www.intostudy.com

www.intofuture.com

www.intoglobal.com

www.into-giving.com

Reporting line

The application processor reports to the Team Lead of their team with oversight from the Senior Country Manager, VP of USPA, and VP of UKCA.

Job purpose

To support the student application process in an effective and efficient manner with high attention to detail and strict adherence to agreed timescales, procedures, and processes. Be the first point of contact and represent the university to prospective students, agents, and customers of INTO University Partnerships, providing top level customer service, while effectively collating complete applications for our partner universities.

Key accountabilities and duties

This is a new role in a growing, dynamic organization so responsibilities of the position may change and develop over time.

- Meet assigned expectations and outcomes regarding turnaround times, customer service, region specific knowledge, and other performance indicators.
- Impeccable attention to detail and responsibility for the integrity of all information entered on all systems in an efficient manner.
- Maintain an accurate data base with minimum errors in data processing and process adherence.
- Provide high level of customer service to both internal and external customers with attention to detail and speed of response.
- Responsible for expertise on all INTO partnership-based programs and process information inclusive of PW and Direct Entry.
- Request needed data and documents in a clear and concise manner.
- Commitment to Excellence in contributing to a positive workplace and goal attainment.
- Discern differences in academic documents and do initial assessment of quality and authenticity of documents to determine if the application is suitable for admissions review.
- Provide advising support for agents and/or students during the initial application process.
- Foster relationships with regional staff and partners to create trust and strong relations to ensure success.
- Daily and weekly accountability to tasks and workflow assigned.
- Demonstrate a willingness and ability to be agile with evolving processes.
- Provide clear written and verbal communications to students, agents, and university partners.
- Demonstrate strong organizational skills.
- Assist Training Lead with the training and development of new department staff.
- Assist Training Lead in the development of ongoing training materials and tools.
- Demonstrate proficiency in product information and program requirements.
- Learn new products as our business relationships grow.
- Research information to find the right answers and solutions in time sensitive situations.
- Cross train in various functions to maximize efficiency in the role.
- Work effectively in a team environment in a collaborative manner to deliver strong results.
- Demonstrate proficiency of job duties and processes within the first 3 months of employment

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

This position is based at the INTO University Partnership's India Office in Jasola, New Delhi.

Qualifications

Essential

- High School Diploma.
- Experience working in a busy administration department.
- Experience working in a customer focused environment.
- Ability to communicate, build and manage relationships with peers, senior managers, University stakeholders, external vendors, parents, and students from a range of linguistic, ethnic and cultural backgrounds.
- Excellent command of written and spoken English.
- Requires strong decision-making and critical thinking skill set and ability to view processes holistically.
- Must be able to demonstrate strong computer and data entry skills.
- Must be able to demonstrate strong organizational skills.
- Extremely high attention to detail and data accuracy.
- Knowledge of key Microsoft packages (Excel, Word, PowerPoint, Outlook).
- Ability to communicate clearly and effectively.
- Ability to demonstrate resolve in fast paced environment.
- Experience working independently but also collaboratively when necessary.
- Able to accept direction, feedback, and constructive criticism.
- Ability to identify gaps in process and create solutions that can be used by all.
- Experience dealing with challenging customers and stakeholders.
- Ability to prioritize, meet deadlines and work under pressure.
- Flexibility and willingness to undertake and learn new tasks.
- Good team player.
- Deliver top level customer service.
- An interest in other nationalities and cultures.

Desirable

- Bachelor's degree.
- 2+ years' experience working in higher education industry.
- Experience with Salesforce or another similar database.
- Previous experience of working in student admissions or student services
- Have experience in the English language training and higher education market
- Understanding of international student needs.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be



subject to a Disclosure and Barring Serviced check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.