

Assistant Recruitment Manager - Thailand & Other Indochina

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 organization 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 the movement of students leads to the 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 ground-breaking partnerships with over 30 universities in the US, Australia, and the UK. We have so far helped more than 130,000 students from 190 countries realize their dream of achieving a degree from a world-class university. We also equip students to get a head start in building a career by offering exceptional academic and employability skills programs.

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

Role Context

Based in Thailand, the primary focus of the Assistant Recruitment Manager position will be to promote and drive sales growth across INTO's UK, AUS, and US Centre portfolios (pathways & direct entry) and all supplementary products. The main responsibility for this role will be liaising with the network of partner schools and educational institutions, as well as supporting boutique recruitment partners across the region.

Region-wide travel and occasional international travel outside the region will be necessary. Flexibility is required to meet the demands of the post, including regular evening and weekend work.

Key Accountabilities

The following tasks provide a general overview of the types of activities the successful applicant will be expected to engage in on a day-to-day basis. The tasks are not intended to be an exhaustive list of responsibilities as the nature of our business requires all employees to be flexible, dynamic, and have the capacity to think creatively when presented with challenges.

Sales

- Together with the Regional Office team, deliver enrolment targets for INTO centres in the UK, US, and AUS by working with partner agencies, institutions, sponsors, and other recruitment channels.
- Act as an account manager for boutique education agencies in the region.
- Utilize the University Access Centre facilities in Bangkok to support relationships with boutique recruitment partners and various educational institutions in the region.
- Work closely with the Senior Regional Manager to ensure that the sales tools to promote INTO centres are available, impactful, and effective for Thailand and Other Indochina markets.
- Assist in the development of annual business plans with the Senior Regional Manager.
- Support agents in promotional activities including fairs, exhibitions, and interview days.
- Collaborate with the wider Recruitment and Admissions teams to follow up on enquiries and applications to convert and recruit new students.
- Maintain an up-to-date record of the student recruitment and admissions process using Salesforce tools.
- Develop expertise in the AUS product portfolio and, when needed, provide support to other colleagues across the region.
- Provide regional insights into student enrolment reports.

Schools & Institutions

- Act as a brand ambassador and account manager for schools, educational institutions, tutorial centres, and universities across the region.
- Widen the current network of institutional links.
- Develop the school counselor engagement program.
- Identify potential TNE and BD opportunities.
- Identify and support any sponsorship opportunities within the region.

Marketing

- Assist colleagues in the Regional Marketing Team on projects that support the recruitment of students through various channels.
- Lead in developing school-specific marketing materials.
- Gather and promote testimonials from INTO scholarship recipients.

Customer Service

- Closely liaise with Central Admissions to encourage an efficient, customer-centric approach to the student application process.
- Ensure agents always receive appropriate levels of customer service and communication.
- Confidently suggest and make improvements to customer service at all levels within the organization.
- Support agent and student visits to INTO centres.
- Provide customer service to visitors in the University Access Centre in Bangkok.

Remuneration

Salary subject to qualifications and experience. In addition to a competitive salary, INTO also offers staff a generous annual bonus (based on meeting various targets), 20 annual leave days, and lieu days in return for weekend work.

Application Process

If you have the necessary skills, experience, and interest for this post, please submit the following to Apple Nie, Senior HR Manager at apple.nie@intoglobal.com

1. Cover Letter
2. Resume
3. Contact information for at least two references

Only those candidates selected for an interview will be contacted.

Deadline: Sunday, July 28th, 2024

Person Specification

Essential	Desirable
Education and Qualifications	
Educated to undergraduate level in the USA, AUS, or UK	A relevant Business qualification to a graduate level
Excellent command of written and spoken Thai and English	Salesforce experience
Demonstrate competent IT skills in Microsoft packages	
Experience, Knowledge & Skills	
A minimum of two years of relevant work experience (international education industry)	Experience of driving through and facilitating change
Sales and student recruitment experience	Ability to adapt communication style to meet the business requirements
Experience of working with schools, colleges, and universities across the region	Ability to build and manage good working relationships with people at all levels
Proven experience in business development and managing multiple client accounts	Ability to implement good administration practices and protect the organization from over-expenditure and potential risk
Online and digital marketing experience	Experience of finding solutions to complex problems and communicating clear practical advice
Approachable, with a facilitative style	
Ability to present a positive image of the company as the first point of contact for people inside and outside the company	
Able to communicate complex information in a simple way	Good presentation skills
Resilient, positive, and flexible	
Good team player	
Good attention to detail	
Ability to use initiative and work independently when required	