



# Job description

## International Credential Specialist

August 2024

### Company context

**INTO's mission: Transforming international student academic and career success through winning university partnerships.**

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](http://www.intostudy.com)

[www.intofuture.com](http://www.intofuture.com)

[www.intoglobal.com](http://www.intoglobal.com)

[www.into-giving.com](http://www.into-giving.com)

### Role context

The International Credential Specialist reports to the Team Lead, Assessment of their team and to the Assessment Manager and Hong Kong USPA Manager of the United States Partnership Admissions. Expected to work flexibly across a range of teams according to variations in demand including Global USPA management team.

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## Job purpose

This is a position that will provide primary support toward evaluating or assessing secondary and postsecondary credentials from various nations and regions for all INTO North America partner institutions.

This position requires meticulous attention to detail in assessing and reviewing credentials as well as using basic mathematics for calculating a grade point average (GPA) or equivalent academic profile indicator.

## Key accountabilities and duties

Role and responsibilities

- This is a dynamic role in a rapidly growing global organization so the responsibilities of the position may change and develop over time.
- Evaluate or assess international academic credentials (secondary and post-secondary foreign credentials) for undergraduate and graduate applicants to INTO North America partner institutions.
- Cascade applicants found to be inadmissible at one or more partner institutions to other qualified alternatives within the INTO partner network.
- Stay up-to-date on evaluation standards, adjustments in foreign education systems, educational practices and the latest information on academic policy regarding admissions standards at the undergraduate and graduate level for all INTO North America partner institutions.
- Execute decision-ready evaluations (1) on a routine basis for timely admission decisions and (2) in support of special projects; for example, in preparation for recruitment and yield events, to ensure priority action application timelines and during peak production periods.
- Assist the United States Partnership Admissions to assess the completeness of a credential regarding transcript, diploma, translation, etc.
- Demonstrate proficiency of job duties and processes within the first 3 months of employment.
- Assist the United States Partnership Admissions in the processing of applications, this includes email correspondence and data processing.
- Serve to help train other staff in assessment processes, policies and procedures.
- Other duties as assigned.

**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 North America's Hong Kong Office in Kowloon, HK

## 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 Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.**

Please see the next page for person specification...

## Person specification

	Essential	Desirable
<b>Legal status</b>	<ul style="list-style-type: none"> <li>• Must have the right to work within the country in which the role is advertised</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Education/ qualifications</b>	<ul style="list-style-type: none"> <li>• Bachelor's degree</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Experience/skills</b>	<ul style="list-style-type: none"> <li>• Experience working in Higher Education or in an education related field</li> <li>• Experience in field of international secondary and/or post- secondary credential evaluations</li> <li>• Ability to work independently, and with others on various time zones</li> <li>• Experience working in a customer focused environment.</li> <li>• 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.</li> <li>• Excellent command of written and spoken English</li> <li>• Requires strong decision-making skill set and ability to view processes holistically.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge on the US Educational system</li> <li>• Knowledge of and/or experience with international student programs such as ESL and academic preparatory programs</li> <li>• Experience working within a joint venture and/or a highly matrixed organizational structure and working with multiple stakeholders</li> <li>• Experience working with AACRAO, WES and other credential evaluation organisations</li> <li>• Experience living and working overseas</li> <li>•</li> </ul>