

JOB DESCRIPTION

Job Title: International Student Support Assistant
Campus: Mauritius
Salary: Competitive
Period: Permanent
Reporting to: Head of Marketing and Student Recruitment

Overall Purpose

The International Student Support Assistant collaborates with the marketing and admissions team, ensuring efficient and effective follow-up on international student inquiries. The role involves day-to-day communication with international students, offering high-quality advice and guidance to facilitate their smooth progression through the recruitment funnel and seamless integration into Middlesex University Mauritius.

This encompasses overseeing the Student Residence Permit application process, anticipating preparation needs, and enhancing the overall international student experience to boost the success rate of applications. Additionally, the post-holder plays a pivotal role in supporting the conversion of international students by delivering positive assistance throughout the process, thereby providing a seamless service to prospective students, parents, and other stakeholders.

Principal Duties

The outlined responsibilities constitute the primary duties for this role. Additionally, duties appropriate to the job's grade may be assigned periodically.

- Liaise with stakeholders and prospective international students to promote the programmes, the quality of provision, and support services available at Middlesex University Mauritius.
- Effectively respond to prospective and current international students, and international stakeholders' enquiries in a timely manner.
- Actively follow up with offer holders, giving regular guidance to support them in their decision making process and enabling them to successfully enrol at Middlesex University Mauritius.
- Proactively collect, manage and keep up-to-date data regarding international students.
- Organise and conduct online presentations and workshops for diverse audiences on topics such as Student Residence Permit applications, payments, and other application processes, and provide advice and guidance to students through virtual platforms.
- Proactively respond to and resolve a wide range of payments and Student Residence Permit related queries by telephone, email or message in a courteous manner.
- Maintain accurate paper and computerised records relating to international applicants, offer holders and enrolled students to ensure that proper correspondence and documentation are received, acknowledged and are compliant.
- Identify, anticipate and liaise with continuing or returning students who are required to extend or apply for a new Student Residence Permit.

- Contribute to the writing and production of a range of publications and guidance for international students, including material for online channels, ensuring the availability of relevant and accessible information.
- Establish and maintain feedback channels through surveys, focus groups, or regular meetings with international student representatives to continuously improve services.
- Provide guidance in the referral of international students to relevant departments for required academic or professional services support.
- Provide individualised advice and information for students facing challenges, while maintaining accurate records of actions taken.
- Inform international students to ensure the upkeep of lawful immigration status by offering ongoing education on immigration regulations, policies, and procedures.
- Organise airport transfer service for international students and promote induction programmes.
- Maintain an accommodation register while fostering clear communication with landlords and other accommodation service providers.
- Liaise with banks and organise sessions on campus to facilitate the swift opening of bank accounts for international students upon their arrival.
- Liaise with inspectors from Ministry of Health to arrange medical tests on campus and at health institutions.
- Provide up-to-date information and support for international students to access and benefit from Medical Insurance.

PERSON SPECIFICATION

Qualifications and Experience

- Bachelor's degree or equivalent combination of qualifications and relevant work experience.
- Demonstrable success of working in dynamic customer services department.

Knowledge, Skills and Competencies

- Excellent communication skills and the ability to work with a range of internal and external stakeholders.
- Demonstrable experience of using Microsoft Office.
- Ability to learn quickly and to pay close attention to detail.
- Self-motivated and able to meet objectives using his/her own creativity and initiatives.
- Ability to work with a wider organisational community and all its departments.

The post-holder will need to have outstanding problem-solving skills and be calm in dealing with students, parents, agents and other representatives. The candidate will be expected to work closely with all members of the team, providing cover and assistance when necessary, and participate as requested in general office administration and communication.