

Study Links Job Description

Job Role: Student Mentor - Maternity Cover
Temporary

Summary of the Role

As Student Mentor you will be first point of contact to support guardianship students. In this predominantly office-based role, you will provide support and advice to enable students to reach their full potential. You will be the link between guardianship students, their homestays, parents, agent and educational establishments.

The Company

Study Links is a thriving family business based in Bradford West Yorkshire, We act as Guardians and first point of contact for international students studying in the UK. By working alongside parents and educational establishments we help young people achieve their full potential by expertly bridging the gap between cultures, languages, and education systems. We aim to accommodate our students with caring, native-speaking host families near to their place of study to broaden their Great British experience.

Personal Duties

Role Duties

- Safeguarding of students
- Managing your caseload to support students
- Being the students "Critical Friend"
- Arranging School visits with Colleagues in the field
- Booking homestay and travel for your students ensuring that all parties are confident the match is suitable
- Managing student placement applications
- Selling and delivering add-on services for students
- Engagement with the pastoral team and teaching staff at the students' educational establishment
- Building relationships with parents to ensure students reach their full potential
- Operating the 24-hour emergency phone line at regular agreed times on a rota basis (including weekdays and weekends).

Knowledge, Training and Experience required

- You must have excellent communication skills
- Knowledge of the UK Education system and British culture.

- Able to mentor students and parents on UK cultural expectations, as well as academic and pastoral support.
- Possess the ability to build rapport with clients on the telephone.
- Confident using Social Media, Skype, email and other communications tools.
- Proven administration and IT skills and experience.
- Confident in dealing with confrontational issues.
- A degree in a relevant field is also desirable.
- Previous experience with children, parents and schools is very important. Working knowledge and a few years' experience in education would be beneficial.
- The successful candidate should be warm, compassionate, adaptable and, crucially, capable of building good rapport with parents, children and educational establishments alike.
- Previous experience of mentoring or coaching.
- Driving licence and your own transport.
- Highly desirable: previously lived in China, and so have a full understanding of Chinese culture and/or speak Chinese languages.

Key Personal Characteristics – Student Mentor

- Committed and motivated to achieve the company strategy
- Organisational skills
- To have commercial awareness – appreciating the needs of a small business
- Adaptable and quality-driven to achieve company goals
- Analytical and problem-solving skills
- Ability to work under pressure to meet deadlines
- Passionate about helping young people achieve their full potential
- Passionate about providing exceptional levels of customer service
- Ability to communicate with clients, customers, colleagues and suppliers
- An ability to handle unforeseen client demands and react calmly and in a measured way
- Confidential, tactful and discreet
- A team player, where necessary, sharing resources and exchanging ideas

Full time Monday – Friday, 37.5 hours per week £20,000 – £22,000

Please send your cv and cover letter to zoe@studylinks.co.uk