



COLLEGE GUARDIANS

Your Child The most important person in the world

- JOB TITLE:** Student Support Assistant - Chinese Speaker (part-time)
- AREAS OF COVER:** Worcestershire based with the possibility of some UK travel
- RESPONSIBLE TO:** Guardianship Manager
- RESPONSIBLE FOR:** N/A

BACKGROUND AND PURPOSE OF THE POST:

College Guardians was founded in 2010 to provide educational guardianship services to overseas students attending boarding school, college and universities in the UK. We are accredited through AEGIS (the Association for the Education and Guardianship of International Students) and our services include the provision of a number of standard guardianship packages to parents, sourcing and managing homestay families, managing disbursements, attending parent meetings and providing advice and guidance to our students and their parents. Further information is available on www.collegeguardians.co.uk.

Due to recent and ongoing planned growth, we now require a Chinese speaking Student Support Assistant to work with the College Guardians team.

KEY DUTIES:

- Assisting with translation and helping develop marketing material
- Liaising and developing relationships with Chinese agents
- Communicating with parents, students and college staff where necessary
- Visiting students at schools, colleges and universities

The above list is not exclusive or exhaustive and the post holder may be required to undertake other duties within their capability. All staff are required to be co-operative and flexible.

GENERAL REQUIREMENTS:

In accordance with the provisions of the Health and Safety at Work Act 1974 (as amended) and the Management of Health and Safety at Work Regulations 1999 (as amended) you must take reasonable care not to endanger yourself or other persons whilst at work. You must co-operate with the College to enable it to comply with its legal duties for Health and Safety.

College Guardians is committed to safeguarding and promoting the welfare of its students and expects all employees to share this commitment. Employees must, at all times, have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act

2004 (as amended) and Keeping Children Safe in Education (as amended) and be fully aware of, and understand, the duties and responsibilities that apply to their role in relation to these requirements. All employees must attend appropriate training in accordance with College and local Safeguarding Board stipulations.

It should be noted that the above list of duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

HOURS OF WORK

This is a part time role working on average 12 hours a week throughout the year, although the hours will predominantly be worked during School term time. However, due to the nature of the role, there may be more hours worked one week and fewer another. A highly flexible approach to working hours is necessary, including evenings and weekends where required.

The number of hours work per week will very much depend on the recruitment cycle and number of students attending schools, colleges or universities that need support.

HOLIDAYS

5 weeks holiday a year

FURTHER INFORMATION

The post holder will be expected to have access to a computer and internet connection. Any work related internet charges will be met by College Guardians. A mobile phone will be provided. Mileage between the post holder's home address and relevant schools / colleges / universities to be visited will be paid by College Guardians.

APPLICATIONS AND INTERVIEWS

Applications, consisting of a covering letter together with a completed application form should be sent to Caroline Lloyd, Guardianship Manager by 28.08.2023.

Email: caroline@collegeguardians.co.uk

Address: Human Resources, College Guardians, College Road, Malvern, Worcestershire WR14 3DF

PERSON SPECIFICATION STUDENT SUPPORT ASSISTANT

CRITERIA	ESSENTIAL	DESIRABLE
Education and Qualifications	<ul style="list-style-type: none"> A good general education and the ability to communicate fluently in both written and spoken Mandarin 	
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> Experience in an administrative and/or customer-facing role Experience of working with and/or interacting with children and young adults 	<ul style="list-style-type: none"> An understanding of the boarding school system
Role Related and Personal Skills	<ul style="list-style-type: none"> Excellent oral and written communication skills 	<ul style="list-style-type: none"> Knowledge of a second language is desirable but by no means essential.

	<ul style="list-style-type: none"> • Good numeracy skills • Computer skills (Word, Excel, databases) • Able to work well under pressure. • Ability to plan and schedule own workload and work on own initiative 	.
General	<ul style="list-style-type: none"> • Flexible and able to work unsociable hours including evenings, weekends and Bank Holidays if required 	