

STERLING EAGLE LIMITED



VOCATIONAL & HE PROGRESSION VACANCY: Student Progression Administrator (Lewisham)(x3).

JOB SPECIFICATION

Department: Vocational & HE Progression
Job Title: Student Progression Administrator.
Reference: SE/HEPA/23/01
Date posted: Monday, 22 May 2023.
Salary: £26,500
Employment Status: Full Time (Mon- Friday) (9 am – 4 pm)
Start Date: Monday, 20 November 2023.
Reporting to: Manager.

ABOUT STERLING EAGLE LTD

Sterling Eagle Limited is an independent education & training provider based in Southeast London. Sterling Eagle is a student recruitment partner for Global Banking School- a higher education provider offering a range of sector-relevant courses across eight campuses in London, Manchester, Birmingham, Leeds and beyond.

As a short course provider, we have a range of over 750 CPD-certified courses available to learners via a dedicated learning platform. We support employers' aspiration to standardize their workforce's continuous professional development (CPD). Our courses are equally available to individuals who intend to learn a new hobby, develop their skill set to earn more and prepare for a new career or change career.

We are also an accredited training centre for courses leading to career opportunities within education and teaching settings. Our RQF Level, 5 Diploma in Education and Training qualification offers a pathway toward attaining the UK Qualified Teaching Status. Individuals new to teaching can start with our RQF Level 3 Award in Education and Training.

Sterling Eagle is an accredited centre for Focus Awards- An Ofqual recognized UK-based awarding body. We are also collaborating with other education providers to offer various RQF qualifications.

We are committed to offering all our learners support, information, advice and guidance to help them make informed career decisions. We offer Higher Education progression services, internship and mentoring services.

Our team are qualified, experienced and DBS-checked.

STERLING EAGLE INSTITUTIONAL & EDUCATIONAL PARTNER

STERLING EAGLE LIMITED is:

- An Associate member of the Association of Education & Learning Providers (AELP).
- An Organisation member of the Further Education Tutorial Network.
- Member SAFECIC.
- A member of the Out of School Alliance.
- A member of SENCOFORUM.

- A signatory to the disability confidence committed. Sterling Eagle, signatory to the disability confident, signifies our commitment to providing equal opportunity to all.

- Recognized by an OFQUAL-regulated awarding body- Focus Awards.

STERLING EAGLE LIMITED STRUCTURE, MANAGEMENT & OPERATIONS

The senior management team (SMT) is supported by external professionals currently overseas at Sterling Eagle Limited operations across various activities, projects and initiatives. Our core focus is to bring the best out of our learners and mentee. We provide personalized, one-on-one HE progression support, training and mentoring services. We aim to ensure learners can achieve their career ambition. Sterling Eagle Limited's operation and services are offered through:

- Vocational & Higher Education Unit
- Training & CPD Units
- Mentoring & Internship Units.

The operation manager and the senior management team (including the manager HR and Compliance, Business Manager and external professionals) ensure the smooth operation of Sterling Eagle Limited. The core objectives of the senior management team are mainly to build the Sterling Eagle brand and reputation so that it can deliver on the provision of:

- Higher success rate on RQF qualification and learners' progression onto HE and or employment
- Higher onboarding and retention of HE Progression learners.
- Outcome-driven and CPD-recognised training and Short Courses
- Career Mentoring Services.

The teaching, assessment, administrative and mentoring services of Sterling Eagle are carried out at the Southeast London location. Sterling Eagle adopts a frontline business strategy and business-to-customer approach in delivering our HE progression support, training, and mentoring services.

ABOUT THE JOB

BACKGROUND & PURPOSE:

As the Higher Education Administrator- (agreed location), you will be responsible for providing all the support required by students who wish to advance their careers and progress onto higher education qualification provided by our Education partners. You will drive learners' satisfaction and experience throughout their higher education progression journey from enquiry to successful onboarding with our HE partners.

This role will require you to build contacts of leads, make phone calls, send emails and meet the students virtually or in person from time to time. You will also support with onboarding, follow up with HE partners, and advice on student finance and related funding application.

As a Higher Education Administrator, you will be an Ambassador of the Sterling Eagle Uni Connect Project, which aims to:

- Reduce the gap in higher education participation between the most and least represented groups;
- Support learners in making well-informed decisions about their future education.
- Support effective and impactful local collaboration by higher education providers working together with schools, colleges, employers and other partners;
- Contribute to a stronger evidence base around 'what works in higher education outreach and strengthen evaluation practice in the sector.

We work with candidates, parents, schools, colleges and communities in areas across the United Kingdom, especially where progression is low overall and particularly low when GCSE results are taken into account.

You will support your line manager in developing learner recruitment strategy in a predefined geographical area. This will include reaching out and establishing partnerships with community organizations, networking associations and other potential groups whose members are potential students of Sterling Eagle Education provider.

This role aims to provide HE progression administrative responsibilities, which cover a range of duties across the recruitment and onboarding of learners. The successful candidate role shall include, but not limited to, student recruitment, student enrolment, administrative activities and IAG, funding application, interview preparation and monitoring learner's progression. The position also requires excellent customer skills to deal with prospective student enquiries and liaise with Higher Education partners, employers, funding agencies, etc.

OTHER KEY RESPONSIBILITIES WILL INCLUDE:

As the Student Progression Administrator of a predefined geographical area, your key responsibilities will include the following:

1. Identify the target group of learners within the assigned location, maintaining and managing a database of prospective leads.
2. Ensure an agreed cohort of eligible learners from the leads generated are supported throughout the learner's onboarding process, i.e. supporting learners' application onto a preferred choice of course and following up with Sterling Eagle HE partner.
3. Provide accurate records and statistical reports on learner participation in HE progression activity in relation to targets and project key performance indicators.
4. Maintain contact with group leaders, community heads, and networking organizations where bulk learners can be enrolled and provide support to ensure satisfactory engagement with any pre-HE support services and follow up with learners' progression onto the HE partner programme.
5. Act as the principal contact and ambassador for the project within your assigned location by liaising with HE partners, Students Finance, and Students Loan Company and attending meetings or representing Sterling Eagle as necessary within the wider Uni Connect Project.
6. Attend and contribute to the regular Sterling Eagle Uni Connect project and promote good practices and lessons learned.
7. Coordinate events and activities in conjunction with HE partners, local education providers, employers, community associations, and the wider Uni Connect project team to support the engagement and progression of learners.
8. Manage and keep student recruitment resources, assets and media, information and guardian materials that assist learners' IAG progression into HE.
9. Develop new collaboration and networks that can assist with monitoring and ensuring the satisfactory progression of learners onto the desirable programme of the HE partners.
10. Ensure appropriate Health and Safety and safeguarding procedures are followed at all times during learners' enrolment and support services, including ensuring adherence to Sterling Eagle policies/systems as appropriate.
11. Communicate programme aims and manage relationships effectively with learners, their employers or parents/carers, students finance, students loan company and delivery partners and others to ensure the project's success.
12. These duties provide a framework for the role and should be considered a definitive list. Other reasonable duties may be required consistent with the grade of the post.

REQUIREMENTS

PRIMARY REQUIREMENTS:

You will be well-motivated, confident, and able to work with or without supervision. We expect you to have high energy and enthusiasm, which you can transmit to support learners' journeys. We also expect you to demonstrate strong customer service and a problem-solving attitude and have the ability to onboard and support the learner HE progression ambition within the agreed region.

The post-holder must possess

- Good communication and interpersonal skills
- Administration experience
- Self-commitment to Continuous Professional Development (CPD)

(A) Qualification:

SN	Qualification	Evidence with/by
1	Degree or vocational qualification at a minimum of Level 6	A degree certificate
2	Be able to provide an up-to-date criminal record check	A clean CRB check.
3	Membership of relevant professional body	A recommendation letter or letter of good standing from a professional membership body in the UK or internationally.

SECONDARY REQUIREMENTS

*Candidate must be able to meet at least **TWO** of the following criteria (B-D)*

(B) Communication, IT skills and values

Highly effective interpersonal and communication skills (including oral, written/literacy, numeracy, and presentation). Evidence will comprise:

- ability to use IT to support students and discharge administrative responsibilities (MS Word, MS Excel, MS PowerPoint, Windows 10 or Mac)
- evidence of the use of e-portfolio for evidence submission and assessment (e.g. Laser System or any other related short-course system)
- ability to translate Sterling Eagle values into action

(C) Developing enterprise activities and external links

The ability or the potential to develop valuable connections with businesses to generate enterprise income and networks. Evidence will comprise:

- generating consultancy and CPD income
- active professional body membership that can increase the esteem and influence of the Centre
- Significant engagement with external organizations (public bodies/charities/NGOs) increased the Centre's esteem and influence.

(D) Improving the learner and prospective candidates' experience

The ability or the potential to undertake recruitment and administrative activities that enhance the wider student and prospective candidates' experience. Evidence will comprise the development of initiatives to:

- Improve learner's recruitment, onboarding and retention with HE partners
- enhance levels of learner employability and career option
- Ability to connect with a wider network of prospective candidates.

NOTES TO APPLICANTS

You must submit the attached application form, a CV, and a cover letter for this role. Please address all sections of the job description, providing evidence about each element of the selection criteria where applicable. Your complete application form, CV and cover letter addressing the responsibilities of the post as outlined in the specification should be handed in or emailed directly to us.

You can apply (in person) at our London office or email relevant documents to info@sterlingeagle.co.uk. You can also apply through our website at <https://sterlingeagle.co.uk/join-sterling-eagle>

You will be notified to attend interviews once your application has been shortlisted.

EQUAL OPPORTUNITIES POLICY STATEMENT

STERLING EAGLE is committed to equal opportunity as an employer and a responsible, independent education and training provider.

STERLING EAGLE will promote good relations among its staff and learners and create conditions that contribute to its members' full development and potential.

NO SMOKING POLICY

Applicants may note that STERLING EAGLE has a no-smoking policy, which means that smoking will not be permitted anywhere in the Centre buildings.

INTERNATIONAL APPLICANTS

At STERLING EAGLE, our many international staff and students are a valued part of our vibrant and diverse community and play a vital role in the future of the Centre. We welcome international applicants with the right to work in the UK or are eligible for sponsorship under the Skilled Worker Route (SWR) or the Global Talent Route.

STERLING EAGLE LIMITED is an A-rated UK sponsorship license holder, which means we can make visa-sponsored applications.

Please be advised that currently, STERLING EAGLE will only support the Certificate of Sponsorship for any employment visas and will not support the payment of the employment visa for the offered candidate and/or dependents.

The new points-based immigration scheme will work for the whole of the UK and will apply to all nationalities other than British or Irish citizens from January 2021 post-Brexit and ends freemovement for EEA Citizens.

Any job application you submit will be assessed using criteria based on the knowledge, skills and experience required for the relevant post. You will not be treated less favourably than another applicant based on national origin.

We recommend you consult the Home Office web page [Apply for a UK Visa](#) section to determine your eligibility for a UK visa. This also applies if you are an EU, EEA or Swiss citizen (including Iceland, Liechtenstein and Norway); you and your family can [apply](#) for FREE to the EU Settlement Scheme to continue living in the UK after 30 June 2021.

Employer sponsor licenses for Tier 2 will automatically transition to the SWR on 1 December 2020. All applicants coming to work under the SWR will require 70.

Skilled Worker Route (SWR) Points-Based System	Points	Meets✓ / Does Not Meet ✗
Mandatory criteria (50 points)		
A job offer from UK licensed sponsor required	20 points	✓
Above the minimum skill level Regulated Qualifications Framework (RFQ) 3 or above (A level or equivalent)	20 points	✓
Offered candidate speaks English to an acceptable standard	10 points	✓
Mandatory points Total must be 50		50
Further criteria of one from below (20 points)		
Offered salary is above £26,200 p.a. (jobs can only be offered on a full-time basis)	20 points	✓
The applicant holds a relevant PhD, and this qualification is required for the role	20 points	✗
The advertised role is on the shortage occupation list (SOL)	20 points	✗
Further criteria Total maximum 20		20
Overall SWR points total (must meet 70 points)		70

Under the UK Government PSB scheme, this role **meets** the criteria to be sponsored by STERLING EAGLE for an SWR application.

APPLICATION FORM

Position

Name*

First

Last

Email *

Nationality

Phone

National Insurance Number* (N/A- if you do not have)

Full Address:

LIST OF QUALIFICATIONS & EXPERIENCE (Please see attached up-to-date CV)

Further Information (If any)

Details of two References (*Name, Position, Email, Telephone and Relationship to you*)

Please provide details of two referees, one of whom should be your current or most recent employer/institution.

Declarations

- Data Protection Act
- Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975:
- Criminal Convictions

To comply with Data Protection obligations, the Centre reserves the right to use the information you have provided in the application form for personnel records and payroll purposes.

Data may be held both electronically and manually and will be processed for management reporting, supplying statistical information to our funding bodies and for any authorized requests from external third parties.

You have the right to request a copy of the information in our records. You also have the right to correct any inaccuracies in your information.

Further information can be obtained from the Data Protection Officer.

Criminal Conviction: Declaration Form

- I certify that all information in this form is true and correct to the best of my knowledge and realize that false information may lead to termination of employment.

GDPR Agreement *

- I consent to storing my submitted information so they can respond to my inquiry.