

JOB DESCRIPTION

Job Title:	Mandarin Speaking Hall Tutor	Grade:	SP2
Department:	Department of Literature, Language & Theatre	Date of Job Evaluation:	April 2018
Role reports to:	Head of Conferences / Events Co-ordinator /Assistant		
Direct Reports	None		
Indirect Reports:	None		
Other Key contacts:	Employees across the University		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

- To assist in welcoming Chinese students to the university, the tutors will be the first point of contact for these new students on meeting them at the airport and then assisting with pastoral and cultural issues
- The tutors will help the Chinese students to: settle into university accommodation; find their way around campuses; register on courses and halls; provide advice on local shopping/transportation etc.
- Night time working will be required depending upon flight arrival times and student needs
- The tutors will work closely with events office staff and Student Centre/Language Centre staff to ensure all necessary information is understood by the students – this will involve verbal and written translation in English/Mandarin

KEY ACCOUNTABILITIES:

Team Specific:

- Meeting students at the airport and escorting them to Avery Hill campus
- Checking into accommodation, issue keys, record keeping, Health & safety checks
- Escort students to other campuses as necessary
- Assisting with Academic and Administrative student inductions
- Liaison with Student centre services and Language centre + IO Preparation of hall student flats according to Humanities guidelines (place signs, guidelines booklets, train students re code of conduct and keep all signed documentation + electronic records)
- Assist with vacating students from flats at end of summer period
- Help liaison re any accommodation issues (repairs, breaks, security, discipline in specific student flats...) to assist with communication and ensure good order and student behaviour in halls as to minimise costs for School
- Liaison with Language Centre/ Accommodation/Teachers (to encourage appropriate sickness reports and authorised absence notifications so that UKBA guidelines are respected)/Student centre/Humanities colleague
- Necessity to travel between two campuses on a regular basis, as required
- Any other duties as required by services within time allowed

- essential to work well with a team (2 positions); share of work and duties according to sessions and student arrivals
- ownership of mobile phone essential or willingness to use one provided by School

Generic:

- N/A

Managing Self:

- Ability to adapt quickly to a fluid operational environment
- Ability to work independently
- Self-starter - able to use initiative to address/enhance/anticipate customer service requirements

Core Requirements:

- Adhere to and promote the University's policies on Equality and Diversity and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible

Additional Requirements:

- Flexibility in the days and hours worked to meet customer service requirements

KEY PERFORMANCE INDICATORS:

- N/A

KEY RELATIONSHIPS (Internal & External):

- Pre-sessional Chinese Students; Events Office; Accommodation Office; Language Centre; Student Centre

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Knowledge of student services and of both campuses (GM and AH) • Knowledge of pre sessional process (selection, testing, course, student welfare issues, admin processes) • Understanding of student experience pre arrival in London highly desirable (with view to offer support and advice to new 	<p>Experience</p> <ul style="list-style-type: none"> • Previous recruitment through Shanghai Office

<p>cohort)</p> <ul style="list-style-type: none"> • Mandarin speaker native only • Demonstrable knowledge of specific cultural differences concerning student welfare (regarding visa, IELTS evaluation, English language testing) • Ability to offer interpreting and translation services verbally and in writing • Understanding of International Office recruitment process in UK and China • Demonstrable knowledge of key partners • Full availability and willingness to live in halls at Avery Hill during full duration of contract <p>Skills</p> <ul style="list-style-type: none"> • Excellent communicator, excellent interpersonal skills and cross cultural awareness, accuracy, flexible, professional • Ability to cope well under pressure • Team working skills • Excellent organisational skills • Excellent use of English and knowledge of English + Chinese culture • Positive and supportive manner, willingness to help and solve issues even/especially in emergency context <p>Qualifications</p> <ul style="list-style-type: none"> • Relevant degree <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity 	<p>Skills</p> <ul style="list-style-type: none"> • N/A <p>Qualifications</p> <ul style="list-style-type: none"> • Postgraduate level <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A
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