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| Information Officer – Arabic Language |
| Salary Details: £29k per annum |
| Reports to: Team Leader or Manager |
| Terms/Hours: Perm, Full-Time |
| Location: Cheltenham, Hybrid |
| Direct reports: N/A |
| Department: Individual Services Group |
| Date Reviewed: January 2025 |



About Ecctis:

At Ecctis, our vision is to be the acknowledged global leader in the international qualifications and recognition arena. Our mission is to be the preferred source of expert advice on the recognition and comparability of qualifications and skills internationally, building on our advanced research and our established knowledge and experience of education systems across the world. Ecctis delivers a wide range of services, products, and projects in the field of international education. We help make sense of international qualifications and support a range of clients including individuals, universities, and colleges, awarding bodies and government ministries.

The work is varied, and the atmosphere is enthusiastic, collegial, and supportive. There are opportunities to develop specialisms and to lead research and training for countries and regions.

Purpose of Role:

The Information Officer works within the Individual Services Group (ISG) to deliver services to individuals and member organisations (e.g. universities) as part of a team. They are experts in their regions/areas of specialisation and use their experience to review and complete applications from their region and enhance the knowledge of the team and wider company.

Key responsibilities:

Service Delivery

- Processing and delivering services within the stipulated timeframes. This includes tasks such as:
 - Completion of checked individual applications
 - Checking individual applications to ensure we have all required documents
 - Answering enquiries from member organisations (via CRM systems and telephone)
- Ensuring all work and communication is delivered to a high level of quality and within company standards

Training

- Contributing to new starter training and onboarding process via activities such as:
 - Shadowing sessions
 - Delivering internal training sessions
 - Writing internal resources (e.g. Country Guides)
 - Being a buddy for new starters
- Any other reasonable duties as required

Contribution to the Organisation

- Using the knowledge obtained in the Information Officer role to contribute to tasks such as research projects, information gathering or delivering external training and webinars to our member organisations
- Supporting the wider team and company with queries related to their area of specialisation and keeping our internal data up-to-date by flagging incomplete or out-of-date information (such as changes to an institution name or upcoming change in an education system) with the relevant team.

Other

- Abide by the Company's policies and procedures, and actively promote with the team
- Abide by the Company's Health and Safety policies and procedures, whilst giving consideration to your own health and safety and that of colleagues

Skills required:

- Excellent attention to detail, and can demonstrate high levels of accuracy in their work
- Strong organisational skills, with the ability to effectively manage their workload to meet deadlines and manage changing priorities
- Strong research skills, using a range of resources to independently suggest solutions to complex assessment cases
- Excellent interpersonal, verbal and written communication skills, including a very good telephone manner.
- Ability to work well and collaboratively with others across the team and wider company, building cross-team relationships and understanding

Person specification:

- A supportive and co-operative team member
- Solutions-driven
- Self-motivated
- Strives for continuous improvement, using feedback as a positive tool for change
- Takes responsibility for their own workload, ensuring that deadlines are met
- Demonstrates respect for others at all times
- Comfortable with a fast-paced environment
- Embraces change and progress
- Strives to deliver an excellent service, considering the person behind each application
- Has a passion for education and/or international mobility

Education and Qualifications:

- Degree level qualification, comparable to Bachelor degree standard in the UK

Employee Benefits

- 25 days annual leave (pro-rata for part-time employees) plus swappable bank holidays, as well as additional 3.5 days off for Winter office closure
- Company Pension scheme (the Company will match employee contributions up to a maximum of 6% of basic salary in the first year. Then the scheme becomes optionally non-contributory with employer contributions of 10% leading to 20% based on years' service)
- Life assurance of 3 x basic salary for members of the pension scheme
- Bupa Private Health and Dental Care Scheme with employee contribution
- Enhanced maternity pay, Paternity leave
- Employee Assistance Programme
- Mental Health First Aiders and support events
- Cycle to Work Scheme
- Eye Care Contribution
- Regular company social events
- Mango Language Tool
- Hybrid Working as standard
- Paid volunteering hours

Employee Ownership Trust:

As an Employee Ownership Trust, we do things a little differently from some other organisations. Every one of our employees has a voice and our people are highly motivated and committed. Our structure allows for our combined success as an organisation to be shared equitably across the Company. The trust is indirect, meaning that eligible employees are not shareholders directly, however they are held 'in-trust' by the Trust's Board of Directors.

EDI Statement:

Ecctis Ltd is committed to fostering a culture of inclusivity and connectedness. The core of our work involves working internationally with individuals all over the globe with different backgrounds. In recruiting for our organisation, Ecctis Ltd is an Equal Opportunities Employer, and welcomes the unique contributions you can bring; therefore, we specifically welcome applicants of all backgrounds, regardless of race (including colour, nationality, and ethnic or national origin), sex or gender, gender reassignment, sexual orientation, religion or belief, age, marriage or civil partnership, pregnancy and maternity, or disability.

Please note: All applicants must hold a current permit or visa showing their right to work in the UK.

To apply: Email your CV and covering letter to recruitment@ecctis.com.

This role profile sets out the scope and main duties of the post at the date when the role was created or last reviewed. Such details may vary on occasion without changing the overall scope of the role or level of responsibility required. This role profile is intended to give an overall indication of the duties and responsibilities of this role but is not exhaustive and the job holder may be asked to perform other duties, which reasonably align with the general remits of their role and level of responsibility.

Ecctis Ltd is committed to providing a workplace free from discrimination or harassment. We expect every employee to do their part to We are an equal opportunities employer, ensuring that there is no bias on gender (or gender reassignment) race, sexual orientation, disability, age, religion or belief. We recruit purely on merit and skills.

Our values in practice:

Respectful: We value differences, treat everyone with respect, and build trust by fostering a fair and inclusive culture.

Ambitious: We are ambitious and enthusiastic in our approach to finding solutions.

Creative: We encourage a balance of bold, creative, and innovative thinking, built on our experience and learnings.

Dynamic: We evolve in our dynamic industry by using our expertise to create opportunities and champion continuous improvement.

Engaging: We grow by engaging professionally and responsibly with each other, by being receptive to feedback, and making space for new ideas.