

Information Officer – German, Polish, Arabic, Ukrainian, Russian Language
Salary Range and CPF Banding: £25,200 – £25,725 (B2)
Terms/Hours: Perm, Full-Time
Location: Cheltenham, Hybrid available
Direct reports: None
Department: Individual Services Group
Date Reviewed: 12/01/2023



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:

As an Information Officer, you will develop knowledge of overseas qualifications allowing you to assist in the international qualifications recognition, comparison and verification process. You will maintain professional and supportive enquiry services. In addition, you will conduct a range of administrative tasks and may assist in the delivery of training and projects.

Full training will be provided.

Key responsibilities:

- Document checking and investigating qualifications
- Completing enquiries from individuals from all over the globe who are looking to work, study, or settle in the United Kingdom
- Completing enquiries from our members such as universities or colleges

Skills required:

- Interest in education
- As the qualifications require a level of investigating to be able to make a comparison, a curious and inquisitive attitude is essential to being successful within this role
- Excellent attention to detail

Person specification:

- Team player
- Strong written and verbal communication skills
- An efficient person who can organise their time to meet set deadlines
- Confident when dealing with enquiries and able to make decisions
- Adept at producing quality written documents with excellent attention to detail
- Fluent in German, Polish, Arabic, Ukrainian or Russian?

Education and Qualifications:

- Degree educated

Employee Benefits

- 25 days annual leave plus bank holidays, as well as an additional day off given between Christmas and New Year
- 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 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 Care Scheme with employee contribution
- Enhanced maternity pay with years of service.
- Employee Assistance Programme
- Annual discretionary performance-related bonus scheme (Pro-rata for part-time employees)
- Cycle to Work Scheme
- Swapping of 3 bank holidays (Good Friday, Early May Bank Holiday, August Bank Holiday) to be taken on a cultural or religious date of significance
- Extra day of annual leave with 5 years' service (pro-rata for part-time workers)
- 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.
 - The Employee Ownership Trust allows for a yearly tax-free bonus that is in addition to performance related bonuses to be paid to all eligible employees – dependant on the company's annual performance.
 - Eligible employees: Employees must be employed for 6 months before being an eligible beneficiary of the Trust.

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.

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.