

Team Leader (ISG)

Are you:

- An enthusiastic leader with an interest in education who can motivate and manage a team to success?
- A skilled communicator, who provides an excellent service both internally and externally?
- A strong team-player with the ability to prioritise workload in a dynamic, fast-paced environment?
- Well organised, with exceptional attention to detail, and able to organise your time and work effectively to tight deadlines?
- A graduate from a UK university?

Would you like to:

- Forge a career in a dynamic, progressive organisation by providing expert advice on international qualifications and skills?
- Contribute positively to the understanding, development, and quality improvement of international qualifications?
- Develop an excellent team to deliver excellent services to our customers?

...then we would like to hear from you.

Who we are and what we do:

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, collegiate, and supportive. There are opportunities to develop specialisms and to lead research and training for countries and regions.

ISG (Individual Services Group) supports individuals who wish to have their overseas qualifications assessed for purposes such as work, immigration and further study in the UK.

The role:

As a Team Leader within the ISG team, you will line manage a range of staff across the Enquiry Services team as well as our Evaluations team. You will directly manage your line reports with enthusiasm and care – ensuring performance management, mentoring, absence management are all managed effectively.

You will utilise your teams' skills and coordinate the day-to-day delivery of effective service provision and workload allocation and contribute to the efficient operation of the department. You will contribute to the work itself by handling applications and enquiries and acting as the escalation point for your team for more complex queries.

You will be passionate about training and developing your team, as well as contributing to the continuous improvements to the service and their processes. You will provide

constructive feedback to your team and contribute to the wider quality assurance of the services such as spot-checking enquiries, calls, and messages with applicants and provide coaching and training where necessary.

Office location: Cheltenham, Gloucestershire

Starting salary: £27,500

Working Hours: Monday to Friday, 37.5 hours/week, 8:30am to 5:00pm with a 1 hour unpaid lunch break

Benefits: 25 days annual leave plus bank holidays

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

Employee Assistance Programme

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.

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

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