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| **Post Details** | | **Last Updated** 10/03/2023 | | | |
| **Faculty/Administrative/Service Department** | International Engagement Office (IEO) | | | | |
| **Job Title** | International Mobility Officer | | | | |
| **Job Family** | Professional Services | | **Job Level** | 4 | |
| **Responsible to** | International Mobility Manager | | | | |
| **Responsible for (Staff)** | n/a | | | | |
| **Job Purpose Statement**  Working as part of a team, the International Mobility Officer leads on the delivery of a number of mobility areas and provides advice and support to internal and external academics, students, professional services colleagues and key international partners on a wide range of activities delivered by the International Engagement Office (IEO). The post holder actively contributes to the professional image of this increasingly visible department. The activities are directly concerned with high-level internal and external support of the University’s strategic priorities. | | | | | |
| **Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) | | | | | |
| 1. Lead, in collaboration with a range of various internal and external stakeholders, the delivery of a number of key international mobility related projects and initiatives. Ensure the development and outcomes of these projects are effectively monitored, evaluated and reported. 2. Work proactively to agree and set priorities, deadlines and requirements in relation to agreed objectives and key tasks. 3. Take a proactive approach to implementing initiatives and processes that will support the strategic objectives to boost International Mobility numbers. This includes development and implementation of a recruitment strategy for key mobility projects; raising visibility of opportunities among students; co-ordination of mobility activity in events such as Welcome Week, Open Days, Study & Work Abroad Fair and other stakeholder events; management of the selection and nomination of students; creation of pre-departure guidance and on-going support while students are abroad. 4. Support the International Mobility Manager with the management, implementation and reporting of external funding (including the Turing Scheme, Office for Students grants and other mobility related scholarships and bursaries). Maintain expert knowledge of the funding requirements, monitor expenditure, collate documentation and disseminate budget information as required. 5. Liaises with the International Partnerships Team to manage and arrange incoming visits for potential and actual University partners. 6. Lead on the evaluation of the success of the outgoing student mobility programmes, including taking into consideration Widening Participation criteria and ensuring that data is accurate, and has been collected, organised and maintained appropriately, to support the University’s Widening Participation Strategy and Access Agreement. 7. Support the International Mobility Manager with the set up and implementation of international mobility partner agreements including due diligence and partner agreement negotiations. 8. Support with other tasks as required.   **N.B. The above list is not exhaustive.** | | | | | |
| All staff are expected to:  * Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. * Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. * Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. * Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. * Undertake such other duties within the scope of the post as may be requested by your Manager. * Work supportively with colleagues, operating in a collegiate manner at all times.   **Help maintain a safe working environment by:**   * Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. * Following local codes of safe working practices and the University of Surrey Health and Safety Policy. | | | | | |
| **Elements of the Role**  This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role. | | | | | |
| **Planning and Organising**   * Co-ordination of a wide range of activities and high-level administrative support. * Complex planning with varying timescales according to the task which could extend from a matter of days (e.g. scheduling last minute meetings for unexpected visitors) through to the annual planning of mobility activity. * Operate flexibly and react positively to constantly changing circumstances and requirements, through demonstrating initiative and flexibility in the arrangement of work priorities. * Determine own priorities in order to meet targets and/or turnaround times and report on progress and objective achievement. * Use specialist knowledge of international mobility programmes and external funding bodies to organise short and medium term process changes as and when required. * Manage any conflicting demands, possessing an awareness of the options available, knowledge of who does what across the University, and ability to make effective and appropriate decisions, in order to ensure that requirements, key deadlines and objectives are met. * Work professionally and flexibly with internal and external colleagues and stakeholders. * Apply knowledge and expertise to shape the strategic direction of own area considering the implications for the immediate and long term futures. | | | | | |
| **Problem Solving and Decision Making**   * Provide advice within specialist area to University staff and students. * Work within established documented university administrative processes, policies and procedures, as well as external processes and regulations relating to external funding requirements. * Use initiative and judgement to address and resolve more complicated problems and issues dealing with at times complex problems, and seek further advice from line management as required. The post holder will require analytical and creative thinking and a degree of evaluation, using their judgement to decide which course of action is the most appropriate, placing greatest emphasis on effective and timely solutions. | | | | | |
| **Continuous Improvement**   * Continually review, identify and suggest appropriate improvements or developments to current working practices and processes to ensure the smooth running of the service provided. * Consult with line-manager where appropriate. | | | | | |
| **Accountability**   * The post holder will need to be responsible for setting standards and monitoring progress against agreed criteria for their own area of responsibility. The post holder will ensure the service responds to changes in regulations or in response to agreed actions following feedback from students and staff. * Responsible, through meticulous planning and compliance with standard procedures including those governing Health and Safety, for the wellbeing of themselves and that of the visitors to the IEO. * The post holder will be expected to provide cover for the International Mobility Manager in their absence. | | | | | |
| **Dimensions of the role**  The International Mobility Officer is in a central service supporting activity across the three University Faculties, working with internal and external staff and students.  Whilst the post-holder will not have budget management responsibility, they will be expected to support the International Mobility Manager with the management, implementation and reporting of external mobility funding and will maintain expert knowledge of the funding requirements. | | | | | |
| **Supplementary Information**  In performing their duties the post holder must be aware and compliant with university regulations and external funding regulations and show excellent attention to detail in maintaining/updating information in the international mobility database. They are responsible for providing excellent customer service both on calls, via email and in person to students, staff and external associates and to respond to their enquiries in a courteous and helpful manner.  Success in this role is heavily dependent on building successful and strong relationships, both within the University, as well as the wider HE community. | | | | | |
| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. | | | | | |
| **Qualifications and Professional Memberships** | | | | |  |
| Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus a number of years' experience in similar or related roles.  Or:  Significant vocational experience , demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge | | | | | E |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | | | | **Essential/ Desirable** | **Level**  **1-3** |
| Thorough knowledge and understanding of the work practices, processes and procedures relevant to the role, which may include broader sector awareness | | | | E | 3 |
| Experience of planning and progressing work activities within general guidelines, using initiative and judgement without reference to others | | | | E | 3 |
| Excellent IT skills, particularly in MS Excel, and familiarity with databases | | | | E | 3 |
| Expertise of the regulations relating to the Erasmus+ / Turing scheme and experience of financial management, grant administration and reporting | | | | E | 3 |
| Work well under pressure and to targets within set time frames | | | | E | 3 |
| Knowledge of using financial systems e.g. Agresso | | | | D | 2 |
| Ability to work independently in relation to less routine activities | | | | E | 3 |
| Experience of working with international institutions and organisations and their staff, intercultural awareness and sensitivity to identity and ethnicity issues | | | | E | 3 |
| **Special Requirements:** | | | | | **Essential/ Desirable** |
| Some evening/weekend work will be required, on occasion, to support programme activities or events | | | | | E |
| Willingness to travel internationally | | | | | E |
| Experience of living, studying or working abroad | | | | | D |
| Annual Leave may be restricted at key times during the year | | | | | E |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | | | | | **Level**  **1-3** |
| Communication  Adaptability / Flexibility  Customer/Client service and support  Planning and Organising  Continuous Improvement  Problem Solving and Decision Making Skills  Managing and Developing Performance  Creative and Analytical Thinking  Influencing, Persuasion and Negotiation Skills  Strategic Thinking & Leadership | | | | | 3  3  3  3  3  2  1  2  2  2 |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.  Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. | | | | | |
| **Organisational/Departmental Information & Key Relationships** | | | | | |
| Background Information  The International Engagement Office’s remit is to implement, with the Faculties, the University’s international strategy and to support the academic community in implementing that strategy, in particular by managing international institutional partnerships, student and staff exchanges, relationships with overseas governments, NGOs and the international corporate sector, Universities UK International (UUKi), the British Council, and other UK government departments with international interests. Its Vice-President (External Engagement) is a member of the Executive Board and the External Engagement Committee, which includes senior Faculty staff with international engagement responsibilities.  The International Engagement Office is responsible for the University-wide international mobility and student exchange partnerships and the administrative arrangements for outgoing and incoming students. Students are supported with grants funded through the UK Government’s Turing Scheme. An important part of the strategy is to develop the range and extent of staff and student mobility. The post holder will work closely with the International Mobility Manager and has a responsibility for overseeing links with a range overseas institutional partners. | | | | | |
| Department Structure Chart | | | | | |
| Relationships **Internal**   * Students * Staff at all levels in all University Faculties and Departments * International Mobility Leads across the Schools/Departments * Associate Deans International   **External**   * UUKi * Turing Delivery Partner * Partner universities across the world * Placement providers * Professional bodies such as BUTEX and HEURO | | | | | |