|  |  |
| --- | --- |
| **Post Details** | **Last Updated:** 19/07/2024 |
| **Faculty/Administrative/Service Department** | International Engagement Office |
| **Job Title** | International Mobility Assistant |
| **Job Family**  | Professional Services | **Job Level**  | 2b |
| **Responsible to** | International Mobility Manager |
| **Responsible for (Staff)** | n/a |
| **Job Purpose Statement**The purpose of this post is to support the International Engagement Office in all aspects of the University's study and work abroad activities. Working closely with colleagues in the International Mobility Team, the post holder is responsible for supporting with the administration of the University’s Exchange and Study Abroad activities. The post-holder will need a broad understanding of exchanges across the University, including the different ways in which each Faculty engages with its partners and the programmes within which the study takes place. The post holder will provide professional administrative support, maintaining good working relationships across and outside the University, including academic and professional services staff, and be prepared to work flexibly within the International Engagement Office. |
| **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. Support all aspects of the administration of Exchange and Study Abroad activity. This includes support with the marketing and recruitment of programmes, communications with partners and students, application administration, pre-departure and orientation support, and document administration.
2. Maintain student records and contact databases.
3. Carry out set administrative processes for the effective organisation of international mobility programmes withing required timeframes, and support the introduction of new processes to facilitate a growing volume of activity and maintenance of auditable records.
4. Plan, organise and deliver events that promote international mobility and support student satisfaction.
5. Deliver a customer-focussed service to a wide range of stakeholders, including international partners, Surrey staff and students.
6. Monitor and evaluate student feedback to review support and suggest enhancements.
7. Develop and maintain close and effective working relationships with key central service departments and Faculty staff.
8. Develop and maintain relevant promotional platforms including IEO websites, social media, and student facing Sharepoint sites. Proactively work within University guidelines to source material such as student stories and department news, and ensure this is effectively used in externally facing materials to support recruitment.

**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** The post holder has specific responsibility for the provision of administrative services related to supporting the implementation of exchange and study abroad activities within the International Engagement Office.* Work must be planned on an annual basis, as there are a variety of deadlines that change from year to year. Certain activities happen every year, but each year there are new ones which are unpredictable, and therefore require a high level of adaptability.
* Contractual documents must be produced within a timeline dependant on the student’s starting date on exchange/placement.
* Regular updates are required throughout the year to the website, promotional materials and guidance on Sharepoint.
 |
| **Problem Solving and Decision Making** * Reference and apply established policies and procedures to determine a suitable course of action/outcome in relation to administrative issues.
* Exercise initiative and judgement in addressing and resolving day-to-day problems independently, or refer matters to a senior member of the team for guidance/resolution where necessary.
* Work within overall University guidelines and operational regulations of the Turing Scheme, with guidance and general instructions from senior colleagues.
* Work as a team to discuss difficult situations concerning a partner or student, to determine the best course of action.
 |
| **Continuous Improvement*** Engage with sector-wide events to learn best practice from other UK and international partners and share any best practice.
* Expected to review current processes and make recommendations to line manager to take forward for improvements.
 |
| **Accountability** * Accountable for the administrative arrangements for students within their remit.
* Work closely with the wider International Mobility team, as well as with key central services, and Academic Exchange Coordinators in the Faculties.
* Act as a point of contact and provide information for other staff members.
* Operate under the supervision of line manager and within relevant guidelines and procedures, including those governing Health and Safety.
* Responsible for the delivery of a quality, customer-focussed service, advising and assisting students and colleagues on specific aspects to maximise service quality, efficiency and continuity.
 |
| **Dimensions of the role** * The International Mobility Assistant is in a central service supporting activity across the three University Faculties, working with internal and external staff and students.
* When needed, the post holder will be required to assist other colleagues involved in student mobility and to the work of the wider IEO to ensure the effective running of the service.
 |
| **Supplementary Information** In performing their duties the post holder must be aware and compliant with University regulations and show excellent attention to detail in maintaining/updating information in the Student Records system, SITS, and on the mobility database, Moveon. They are responsible for providing excellent customer service both on the telephone, online webinars, via email and in person to students and staff and to respond to their enquiries in a courteous and helpful manner.  |
| **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** |  |
| Vocational qualifications plus several years relevant work experience.Or:Learning gained through work experience of a number of years. Will include short courses and other formal training. | 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** |
| Attention to detail and ability to provide accurate, concise summaries and notes | E | 3 |
| Excellent IT skills, particularly in MS Office packages, and familiarity with databases, and social media | E | 3 |
| Excellent interpersonal and communications skills, including face to face, telephone and written communication skills | E | 3 |
| Experience of providing an excellent standard of customer service to a range of stakeholders | E | 3 |
| Ability to work flexibly, under pressure and to tight deadlines, balancing competing priorities | E | 3 |
| Intercultural awareness | E | 2 |
| Experience of working in a varied administrative role | E | 2 |
| A proactive approach, with the ability to apply problem-solving skills | E | 2 |
| Experience of providing support to students outside their own country | D | 3 |
| Knowledge of the regulations relating to the Turing scheme | D | 2 |
| Awareness of the activities of the University of Surrey | D | 1 |
| Experience of the Higher Education Sector | D | 1 |
| **Special Requirements:**  | **Essential/Desirable** |
| Some evening/weekend work will be required, on occasion, to support programme activities or events | E |
| Annual Leave may be restricted at key times during the year | E |
| Commitment to collaborative working | E |
| Experience of living, studying or working abroad | D |
| Willingness to travel and attend national and international conferences | D |
| **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** |
| Adaptability / FlexibilityCommunicationContinuous ImprovementCustomer/Client service and supportPlanning and OrganisingProblem Solving and Decision Making SkillsCreative and Analytical ThinkingInfluencing, Persuasion and Negotiation SkillsManaging & Developing Performance Strategic Thinking and Leadership | 22222211n/an/a |
| 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 InformationThe IEO is responsible for coordinating the University of Surrey’s International Engagement Strategy. Surrey has ambitious strategic targets to increase the participation of our students in international opportunities, and expand the international dimension of the Surrey experience. We aim to enable access for under-represented groups and broaden international mobility and other international engagement activities for all our students and postgraduate researchers.We are a student facing team managing a large volume of student and partner queries across multiple programme cycles.  |
| **Department Structure Chart**   |
| Relationships **Internal*** Students
* International Mobility Leads / Academic Exchange Coordinators across the Schools/Departments
* Staff at all levels in all University Faculties and Departments
* Support Services
* International Mobility Student Peer Advisers

**External*** Partner universities
* Students from partner universities
* Turing Scheme Delivery Partner
* Professional bodies such as BUTEX and HEURO
 |