

SENIOR INTERNATIONAL ASSISTANT (maternity cover)

Job Ref: REQ17585

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade:

Administrative Services Grade 4

Job Purpose

This post provides secretarial and clerical support for a number of activities within the International Office. The post provides substantial support in major areas of responsibility: administration of International Office budget, administration of agent commission payments, and secretarial and clerical support to the Deputy Director, International Office and assigned International Officers. The post holder also takes a share of general office commitments.

Job Duties

Financial administration of International Office budget

- Maintain the International Office budget database
- Input details of expenditure and income
- Preparation of associated financial accounts
- Arrange payment of invoices
- Issue purchase orders

Agent administration

- Maintain the Recruitment Agency database contractual issues, which includes agency contact details, date of issue and expiry of contracts prepare new and renewal agency contracts for signature
- Checking and liaising with agencies regarding commission payments for students recruited
- Preparing annual budget statements for use by the International Office, Finance Office and Academic Departments
- Issuing high volume final agency payment statements to the Finance Office

Management of the International Office Clerical and Secretarial Support

- Responsible for the day-to-day Management and the allocation of the duties undertaken by two International Assistants
- Line Management of 1 x international Assistant
- Give support and training to International Assistants in their day-to-day duties
- Oversee liaison with Academic departments
- Organise freight dispatch to agents, British Council offices and exhibitions

As part of the wider International Office Duties

- Overseas Student Recruitment Agency Support
 - Liaise with overseas student recruitment Agents regarding student applications and produce quarterly data reports
 - Follow-up Agent applications with Academic Departments, the relevant Admissions Office and or appropriate support services
 - Support for assigned International Officers
 - General secretarial support including email and telephone enquiries, organising meetings, general correspondence and office organisation
 - Organise support for international travel, including travel arrangements, liaise with organisers, freighting of promotional materials and assisting with follow-up of enquiries
 - Produce data reports for international officers from the internal 'LUSI' system as required
 - Planning University training event for overseas and UK based agents

General International Office activities

- General support in day-to-day organisation of the International Office e.g. preparing exhibition materials to be freighted to international exhibitions
- Provide assistance at new student induction events, international student receptions
- Organise campus tours for agents, schools, prospective students which involve making arrangements and appointments with academic staff
- Provide support when required by the Director of the International Office for student administration and departmental events (such as Open Day/UCAS Fair/Clearing/Graduation/Registration)
- Provide cover for other administrators within the Office by becoming familiar with their roles/tasks and systems when required
- Undertake general clerical duties when required
- Handling of enquiries from prospective and current applicants, students and their representatives, sponsors and parents

Secretarial and Clerical Support to the International Office Director

- Maintain Director's diary and general secretarial duties including:
 - Travel arrangements
 - Organising meetings
 - Photocopying
 - Filtering emails
 - Assisting with compiling the International Office handbook

As part of the wider International Office duties

- Overseas Student Recruitment Agency Support
 - Liaise with overseas student recruitment Agents regarding student applications and produce quarterly data reports
 - Follow-up Agent applications with Academic Departments, the relevant Admissions Office and or appropriate support services
- Support for assigned International Officers
 - General secretarial support including email and telephone enquiries, organising meetings, general correspondence and office organisation
 - Organise support for international travel, including travel arrangements, liaise with organisers, freighting of promotional materials and assisting with follow-up of enquiries
 - Produce data reports for international officers from the internal 'LUSI' system as required
 - Assistance with VC overseas trips
 - Website updates

General International Office activities

- General support in day-to-day organisation of the International Office e.g. preparing exhibition materials to be freighted to international exhibitions
- Provide assistance at new student induction events, international student receptions
- Organise campus tours for agents, schools, prospective students which involve making arrangements and appointments with academic staff
- Provide support when required by the Director of the International Office for student administration and departmental events (such as Open Day/UCAS Fair/Clearing/Graduation/Registration)
- Provide cover for other administrators within the Office by becoming familiar with their roles/tasks and systems when required
- Undertake general clerical duties when required
- Handling of enquiries from prospective and current applicants, students and their representatives, sponsors and parents
- New staff inductions

- To ensure compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position by the School Operations Manager and the relevant line manager.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Director of the International Office.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working as part of a team	1,3
	Extensive experience in a busy office environment	1,3
	Extensive experience in a customer service environment	1,3
	Experience of liaising with a wide range of internal and external customers	1,3
Skills and abilities	A strong commitment to high levels of customer service	1,3
	Excellent communication skills and sensitivity to the concerns of people from different cultures	1,2,3
	Experience of prioritising own workload and of delivering to tight deadlines	1,3
	Ability to maintain a budget data base	1,3
	Ability to work without close supervision	1,2
	Ability to cope with high pressure and short deadlines	1,2,3
	Sound numeracy skills	1,3
	A willingness to work flexibly according to the demands of the post	1,2
	Good IT skills including word-processing, spreadsheets, email and the Internet	1,2,3
	High attention to detail	1,2
	Discretion and confidentiality	1,3
	Cultural sensitivity	1,3
	Training	A willingness to undertake further training if and when needed
Qualifications	A good level of education (minimum Grade C or above in GCSE Maths and English or equivalent)	1
Other	Commitment to observe the University's Equal Opportunities policy	1,3
	Empathy with the aims and objectives of the University	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in higher education student recruitment	1,3
	Experience of working with international applicants and students	1,3
	Experience of managing clerical and secretarial staff	1,3
	Extensive Customer service experience	1,3
Skills and abilities	A good working knowledge of Microsoft Office, especially Excel, word and Access	1,2,3
Training	Undertaken customer care training	1,3

Conditions of Service

The position is full time and fixed term maternity cover for 12 months or the earlier return of the post holder (whichever is soonest). Salary will be on Administrative Services Grade 4, (£19,485 - £23,164) per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Danielle Jarvis, Senior International Assistant by email at D.L.Jarvis@lboro.ac.uk or by telephone on +44 (0)1509 222459.

Applications

The closing date for receipt of applications is **6 July 2017**