

## SENIOR INTERNATIONAL ASSISTANT/ADMINISTRATOR

REQ230098

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 Global Engagement team. The post provides substantial support in major areas of responsibility: administration of the Global Engagement budget, administration of agent commission payments, and secretarial and clerical support to the Director, and assigned International Officers. The post holder also takes a share of general office commitments.

#### Job Duties

##### ***Financial administration of Global Engagement budget***

- Maintain the Global Engagement budget database with details of expenditure and income
- Prepare associated financial accounts
- Issue purchase orders and arrange payment of invoices

##### ***Agent administration***

- Maintain the Student Recruitment Agency database which includes agency contact details, date of issue and expiry of contracts. Prepare new and renewal agency contracts for signature as appropriate
- Prepare annual reports used by the Global Engagement, Finance Office and Academic Schools/Departments
- Check and liaise with agencies regarding commission payments for students recruited

##### ***Administrative support***

- Give support and training to International Assistants in their day-to-day duties
- Provide support for the Director and assigned International Officers including induction arrangements for new staff joining the team
- Organise international freight dispatch to agents, British Council offices and exhibitions
- Assist with arrangements for overseas visits made by senior University staff
- Provide administrative support including email and telephone enquiries, organising meetings, general correspondence and office organisation

***As part of the wider Global Engagement team***

- Provide Student Recruitment Agency support including:
  - Liaison with overseas student recruitment Agents regarding student applications and produce quarterly data reports
  - Follow-up Agent applications with Academic Schools/Departments, the relevant Admissions Office and or appropriate support services
  - Planning University training events for overseas and UK based agents
- Provide assistance at new student induction events, and international student receptions
- Organise campus tours for agents, schools, prospective students which involve making arrangements and appointments with academic staff
- Organise support for international travel, including making travel bookings, liaising with event organisers, freighting of promotional materials, and assisting with follow-up of enquiries
- Provide support when required by the Director/Deputy Director for student administration and recruitment events (such as Open Day/HE Fairs/Clearing/Graduation/Registration)
- Provide cover for other administrators within the Office by becoming familiar with their roles/tasks and systems when required
- Handling of enquiries from prospective and current applicants, students and their representatives, sponsors, and parents

**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 Deputy Director of Global Engagement.

## 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 database	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	1,3
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

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, and Word	1,2,3
Training	Undertaken customer care training	1,3

## Conditions of Service

The position is full time and open ended. Salary will be on Administrative Services Grade 4, £22,149- £25,642 per annum, plus pay award. 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/childcareinformation---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/>