

## SENIOR INTERNATIONAL ASSISTANT

REQ250022

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 administrative support for a number of activities within the Global Engagement Team. The post provides substantial support in major areas of responsibility: administration of agent databases, administration of agent commission payments, administrative support for the delivery of the Academic Language Support Service pre-sessional and in-sessional programmes, and administrative support for assigned Regional Managers and International Officers. The post holder also takes a share of general office commitments.

#### Job Duties

##### A. *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
- Administration of the agent commission process, including processing student application tagging and disputes
- Liaising with overseas recruitment agents, Academic Schools/Departments, Admissions Office and or appropriate support services regarding student applications
- Supporting with coordinating logistics for University training events for overseas and UK based agents

##### B. *Administrative support for Regional Managers and International Officers*

- Organising support for international travel and internal visits, including travel arrangements, liaison with organisers and assisting with follow-up of enquiries
- Issuing purchase orders and arranging payment of invoices
- Supporting Regional Managers with regular reporting on agent performance data

##### C. *Wider Global Engagement Team Duties*

- To support the management of the Global Engagement shared mailbox to ensure emails are responded to in a timely and professional manner. This will include triaging as well as handling of enquiries from prospective and current applicants, students and their representatives, sponsors, and parents
- Organising campus tours for prospective students which may involve making arrangements and appointments with academic staff
- Supporting with logistical arrangements for international visitors hosted by Global Engagement, including making travel, accommodation and room bookings, and issuing visa invitation letters
- Assisting Global Engagement colleagues with budget maintenance, including details of expenditure and income

- General support in the day-to-day organisation of the Global Engagement Team e.g. maintaining information resources including stocks of departmental literature and preparing exhibition materials to be freighted to international exhibitions and shared secretarial support for team meetings, committees and events
- To support the administration requirements for the delivery of the ALSS pre-sessional and in-sessional programmes.
- To ensure the logistics of pre-sessional programme delivery are scoped and tasks completed within required timescales, and to support with the administration of the pre-sessional tutor recruitment process.
- Provide cover for other administrators within the Global Engagement Team by becoming familiar with their roles/tasks and systems when required

### **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 Global Operations Manager.

## 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	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 general education to at least A Level standard or equivalent.	1
	GCSE English and Mathematics grade C/4 minimum 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 and/or student recruitment	1,3
	Experience of working with international applicants and students	1,3

	Experience of using relevant Loughborough University systems eg LUSI, Agresso, Co-Tutor, LEARN and CMIS.	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 Administrative Services Grade 4, £24,600 - £28,081 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/>