

JOB DESCRIPTION

This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job holders should be consulted over any proposed changes to this job description before implementation.

Job title: Education Abroad Officer

Reports to: Education Abroad Manager

Grade: NG 5

Purpose

To develop and manage the day-to-day service delivery and programme development of Education Abroad programmes (including incoming Study Abroad and Summer Schools) internally and externally with a focus on the delivery of a superior customer experience.

Principal Accountabilities

1. To develop and implement effective internal and external service delivery systems for all Education Abroad programmes and to undertake all administration arising from this. The post holder will work closely with appropriate internal and external stakeholders such as SRS Team, Timetable Managers, Academic Registry, partner networks, professional bodies etc., to ensure success across the full spectrum of business processes involved in successful Education Abroad programme development and delivery. He/she will build and maintain strong working relationships with a wide range of key internal and external stakeholders across various functions and levels of seniority, and will participate in appropriate cross-University committees and groups as required.
2. To advise prospective Education Abroad students on all aspects of specified Education Abroad programmes at the University of Westminster and to undertake all administration related to the operations of the programme. This will include giving detailed information on programme content, applicant eligibility, admissions requirements, student support services, costs, visa regulations (excluding formal advice and guidance), living costs, funding possibilities, etc. You will also act as the contact point on all Education Abroad procedures for colleagues throughout the University.
3. To advise and support current and completed Education Abroad students by resolving any issues, questions and problems they may have regarding any aspect of their experience at Westminster, either independently or by engaging the most appropriate colleagues or University service such as Housing, Finance and other student service teams etc.
4. To conduct the day-to-day relationship management of overseas partners for all programmes, by building strong two-way communication channels and ensuring the effective exchange of information throughout the recruiting, admissions and delivery phases of the programme.
5. To contribute to programme development and implement the successful delivery of the programmes. To also promote the University's Education Abroad programmes both internally and externally. This will include delivering effective presentations to a wide range of client groups. The post holder will be required to represent the University in general, and UK and

Overseas travel may be required.

6. To work closely with the Global Mobility team to plan, prepare and deliver student orientation programmes to 1500+ students several times a year. Pre-orientation will include designing, updating and distributing student/parent pre-departure guides, welcome packs and enrolment information, as well as organising speakers and logistics; whilst during the orientation the post holder will lead breakout groups and orientation activities. The post holder will also work with the rest of the team to plan, deliver and participate in an ongoing social programme across the Global Mobility portfolio.
7. To provide performance reports for the development and service delivery of specified Education Abroad programmes. This will consist of regular reporting on various aspects of existing programme management and new partnership developments, including market updates; process/systems developments for both existing and new programmes; updates on service improvement initiatives; partner performance and partner management activities; new partnership developments; student numbers; and recruitment activities. In addition, the post holder will submit an annual performance review to a set template reporting on student numbers, key partner performance and other key issues. This will also include operational recommendations to feed into the overall Education Abroad elements of the operational review and annual planning cycle for the Global Mobility Team.
8. To update and develop publications and digital media and to contribute to the development of the website, intranet and Blackboard sites. The post holder is also responsible for developing, designing and delivering social media campaigns across all social media platforms as required.
9. To work with the other team members to ensure that the Education Abroad policies and procedures complement those developed by other areas of the Global Mobility Team. The post holder will ensure that the Education Abroad Programmes adhere to any new regulations or alterations to the existing University regulations and are fully compliant with all legal requirements, and that any changes are effectively communicated to students, partner institutions and other appropriate audiences.
10. Where necessary to support colleagues in the wider Global Mobility Team, particularly in managing outbound exchange and mobility activities.
11. To undertake any other duties as appropriate within their competence, as required.

Context:

The Directorate of Global Mobility provides professional support and services for the University's leadership team, and those of its Colleges and Schools based at the University's main sites in the West End of London and at Harrow, in all aspects of University's Global Engagement and Recruitment Strategy.

The Directorate is responsible for the design and delivery of the University's strategy on Global Engagement in relation to student and staff mobility; study abroad; international partnerships and transnational education. The aim of the campaigns is to encourage students with the potential to excel at Westminster to make successful applications and join our community, and to influence those who offer a variety of support to students of all ages and backgrounds.

All Departments are expected to think creatively about the effectiveness of the University's administration and to initiate change and innovation in accordance with the needs and expectations of Westminster as a modern, professional, international university. Key to the success of the professional support functions is the need to continue to develop positive, forward-looking, relationships with academic colleagues and to foster a service ethos whereby efficient, effective and consistent support frameworks, policies and processes are developed in partnership with academic colleagues; innovation is supported and encouraged, and all activities support the achievement of University objectives by enhancing the quality of the student and staff experience.

The post holder will be expected to deliver a high-quality service and exhibit the highest standards of professional conduct and performance ensuring these are reflected in staff teams. The post holder will also be expected to set standards of professional conduct in line appropriate professional membership and competencies frameworks.

The University requires all post holders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

Dimensions

- The team is based within the Directorate of Global Mobility in Cavendish House on New Cavendish Street. However, the Global Mobility team is student-facing and attendance on other sites may be required.
- In conjunction with the rest of the team responsible for advising, pastoral care and administration relating to approximately 1500+ students annually.
- Overseas and UK travel may be part of the role.
- The post holder will participate in the Education Abroad Team's social programme and student event activities which take place outside of regular office hours and are in addition to regular work activities.
- Staffing: the post holder will not have line management responsibilities.
- Budgets: the post holder will not have budget management responsibilities.

Key Relationships

- Key staff in Professional Services
- College Heads, Associate Heads and other College staff involved with education abroad and student mobility activities
- Relevant staff from Quality and Standards Office

- Online and Digital Communications teams
- External agencies providing partnership related services to the University, e.g. British Council
- International Partners
- Peer role holders from other competitor and non-competitor Universities

Person Specification

	Essential criteria	Desirable Criteria
Qualifications	<ul style="list-style-type: none"> • An undergraduate degree or practical experience that demonstrates relevant levels of knowledge and skill. 	<ul style="list-style-type: none"> • A working knowledge of a foreign language. • A marketing qualification
Training and Experience	<ul style="list-style-type: none"> • Demonstrate a proven record of delivering a high level of customer service. • Demonstrate a good knowledge and experience of administrative processes and managing databases or online record systems • Demonstrate experience of delivering marketing campaigns, including use of social media, to increase recruitment and brand awareness. • Demonstrate experience of successfully working to a highly professional standard in a multi-functional and busy office-based team. • Demonstrate experience in the successful relationship management of a wide group of internal and external stakeholders in an education service delivery context, (e.g. partner institutions, prospective and current students, and internal colleagues). • Show evidence of experience of producing timely and clear reports (e.g. market reports, programme management reports etc.) within a service delivery and development context. • Demonstrate excellent organisational skills and business acumen with an ability to prioritise work in a very busy environment across a diverse range of activity. • Demonstrate a high level of cultural awareness and sensitivity in both a customer advising and business relationship management capacity. • Show evidence of working independently to high professional standards and tight deadlines whilst maintaining attention to detail. • Show evidence of strong communication and inter-personal skills, including good written and verbal presentation skills. • Demonstrate a high level of computer literacy 	<ul style="list-style-type: none"> • Have participated in a significant overseas study or work experience. • Demonstrate a good knowledge and experience of UK HE student administration processes and applications, including in-depth experience and knowledge of the student records systems (SITs). • Knowledge/experience of the Study Abroad market and/or the international or UK student recruitment environment • Knowledge/experience of the Erasmus+ and other international mobility Programmes • Project management experience • international education competitive environment from a UK perspective and the business acumen to capitalise on opportunities.

Aptitude and abilities	<ul style="list-style-type: none"> • Ability to effectively deliver conflicting priorities and challenging workloads to tight deadlines. • Ability to work flexibly by taking account of new information or changed circumstances and modifying understanding of a problem or situation accordingly. • Ability to work effectively on own initiative, and as part of a team. • Ability to deal sensitively, patiently and diplomatically with complex and emotionally charged situations. • Ability to identify customer needs and expectations and keep them in mind when taking actions or making decisions. • Ability to identify gaps in available information required to understand a problem or situation and to devise means of remedying such gaps. 	
Personal Attributes	<ul style="list-style-type: none"> • Must share and exemplify University's values. • Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable. • Self-motivated with a flexible 'can do' attitude. • Tact, diplomacy and respect for confidentiality. • Positive about the benefits of change. • Efficient and reliable. 	
Other	<ul style="list-style-type: none"> • Willingness and flexibility to adapt working hours according to operational needs as required, including for: <ul style="list-style-type: none"> • international travel for up to around 10 days, often on intensive schedules • out-of-hours relevant University and London-based events • overnight stays and weekend working. 	