

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: Global Mobility Administrator

Reports to: Education Abroad Manager

Grade: NG 3

Purpose

To undertake a number of administrative roles across the Global Mobility Teams to support the effective management of the Education Abroad Team and the Student Mobility Team with their programmes and CRM activities, social media engagement, partner agreements and information records, financial administration including invoicing, sales orders, grant payments and budget reconciliation.

Principal Accountabilities

1. To play a key role maintaining accurate student records on the Students Record System (SITS), according to defined Department and University processes, for approximately 1500+ study abroad and exchange students over the year, issuing acceptance letters, logging applications and adding additional admissions documents into the paperless e-vision task.
2. To co-ordinate all aspects of the preparation and delivery of student welcome and registration activities for incoming Study Abroad and Exchange students, and outgoing exchange promotional events. Preparation will include updating and developing communication materials, booking rooms, organising refreshment, ensuring welcome information is prepared etc., and during delivery, the post-holder will register students, answer general enquiries, as well as co-ordinate and participate in social events and monitor the social programme.
3. To have responsibility for a number of categories within shared email accounts and to answer these effectively in a time specific manner. To feed back to the Education Abroad Manager and Student Mobility Manager on any issues, including the stability of the shared accounts, account back-ups etc., on a regular basis.
4. To maintain oversight of the Global Mobility budgets, including weekly reconciliations of expenditure and requisitioning. The post holder will be responsible for the raising of all POs and requisitions once approved by the relevant budget holder, and ensuring the storage and recording of payments is accurate and in line with financial procedures. The post holder is responsible for ensuring s/he keeps up-to-date with any financial regulations and works with the Education Abroad and Student Mobility Manager to adjust and record processes accordingly.
5. To process study abroad tuition fee payments. This will include the production of invoices for all programmes in conjunction with the Education Abroad Manager and ensuring accurate logging of payments on the tracking system. The post holder is also responsible for processing agreed refunds, chasing all debtors, issuing late payment reminders and ensuring the Education Abroad Manager is kept up-to-date with regard to these items.
6. To make payments, repayments and reclamation of grant once authorised by the Student Mobility Manager for Erasmus+ grant payments and to ensure all documentation is received, logged and filed before any payment is made. A key duty will also be to ensure the University remains compliant with all financial regulations associated with the Erasmus+ grant by adhering to their published, standard regulations as determined by the UK National Agency

and the European Commission.

7. To prepare and co-ordinate fit-for-purpose risk assessments to the required University template and procedures for Global Mobility activities within the University and on the Education Abroad social programme. This will include working with the social programme provider and effectively briefing the EA student helper prior to each event.
8. To monitor the team's procedural and promotional communication materials, ensuring that sufficient stock is held, and as directed to update team web pages, Blackboard and Module Catalogues, as well as coordinating the production of new promotional materials and programme guides.
9. To act as the first point of contact for enquiries to the Global Mobility Teams, and direct enquiries to the appropriate member of staff for effective resolution. To provide administrative support across the Teams' activities, including co-ordination and organisation of inward visits and shipping of promotional materials to partners overseas.
10. To undertake any other duties as appropriate within their competence, as required by the Education Abroad Manager.

Context:

The Directorate of Global Recruitment & Admissions 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 Global Recruitment & Admissions Directorate design and implement the delivery of the University's strategy on Global Engagement, mobility and student recruitment in the UK, EU and specific overseas markets and strengthening the co-ordination and support for our Outreach programme and partnership and agent activities. 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 Global Mobility Centre located at the University’s campus on New Cavendish Street. However the Global Mobility Teams are student-facing and attendance on other sites may be required.
- Along with the rest of the team, will have a key role in stages of the application processing cycle.
- Responsible for providing administrative support for the Global Mobility Teams across its portfolio of activities.
- Staffing: the post holder will not have line management responsibilities.
- Budgets: the post holder will not have budget management responsibilities but will play a key role in the reconciliation and daily logging and recording of the Teams’ budget, as well as the payment and recording of the Erasmus+ grant to students.

Key Relationships

- Key staff in Professional Services
- 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.
Training and Experience	<ul style="list-style-type: none"> • Have participated in a significant overseas study or work experience • Demonstrate a proven record of successful administration experience, preferably within a UK HE student administration context. • Demonstrate excellent financial administration and budgetary systems experience. • Show evidence of the ability to pay clear attention to detail and undertake multiple data entry and record maintenance tasks effectively and efficiently. • Show evidence of experience of preparing timely and clear reports with quantitative content (e.g. student numbers, finance expenditure etc.). • Show evidence of working independently 	<ul style="list-style-type: none"> • Knowledge of SITS student records system • Knowledge of Agresso

	<p>to high professional standards.</p> <ul style="list-style-type: none"> • Demonstrate experience of successful working to a highly professional standard in a multi-functional and busy office-based team. • Demonstrate excellent customer service skills. • Show evidence of strong communication and inter-personal skills, including good written and verbal presentation skills. • Demonstrate a problem-solving approach to service delivery issues. • Demonstrate a high level of computer literacy. • Demonstrate a high level of cultural awareness and sensitivity. 	
Aptitude and abilities	<ul style="list-style-type: none"> • Ability to effectively deliver conflicting priorities and challenging workloads. • Ability to work under pressure to tight deadlines while applying quality standards to all tasks and ensuring that nothing is overlooked. • 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 deal effectively with unexpected situations, taking advantage of opportunities and overcoming problems. 	
Personal Attributes	<ul style="list-style-type: none"> • Must share and exemplify the 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. • Approachable and team orientated, with a strong work ethic. • Tact, diplomacy and respect for confidentiality. 	

Other	<ul style="list-style-type: none">• Willingness to attend out-of-hours relevant University and London-based events.• Willingness to work long hours on occasion.	
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