

Job Description and Person Specification

Last updated: August 2022

JOB DESCRIPTION

Post title:	Study Abroad and Exchange Administrator		
Standard Occupation Code: (UKVI SOC CODE)	TBC 242X – Depends on Specialist Area and Key Accountabilities		
School/Department:	International Office, Global Recruitment & Admissions		
Faculty:	Student Experience Directorate		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	2b
Posts responsible to:	Study Abroad and Exchange Manager		
Posts responsible for:	N/A		
Post base:	Office-based		

Job purpose
To provide comprehensive, effective and efficient administrative support for the Study Abroad and Exchanges team and its stakeholders including students, staff, faculties, partners and other external bodies. This will include a particular focus on processing applications, responding to queries, support for event administration and contributing to related promotional activities in a range of media.

Key accountabilities/primary responsibilities	% Time
1. To apply a good working knowledge of study abroad and exchange administrative systems to answer queries and resolve problems from colleagues, students and partners. This will include gathering information from faculties and liaising with partner organisations to source and exchange information.	20%
2. To contribute to the development of administrative systems, carrying out administrative processes and ensuring controls are in place to ensure the accuracy and timeliness of application processing and related activities.	20%
3. To provide administrative support for the promotion of study abroad and exchanges in a variety of media.	10%
4. To analyse, manipulate and interpret complex information required to administer global mobility placements in order to compile detailed summary reports about study abroad and exchanges.	10%

Key accountabilities/primary responsibilities		% Time
5.	To provide effective and efficient administrative/secretarial support to senior colleague(s), including the co-ordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of in- and outbound events.	10%
6.	To process invoices, orders and bursary requests, making effective use of Agresso financial administrative process as required to track mobility bursary payments and other expenditure.	10%
7.	To provide informal coaching/training to colleagues in relation to administrative tasks.	10%
8.	Contribute, as a member of the Global Recruitment & Admissions department towards broader initiatives to ensure and implement an excellent applicant and student experience. Participate in cross-functional activities such as international student registration, Open Days, Visit Days, other student recruitment events, and Confirmation and Clearing.	5%
9.	Any other duties as allocated by the line manager following consultation with the post holder.	5%

Internal and external relationships

Internal:

- Other members of the International Office, Global Recruitment & Admissions and the Student Experience Directorate
- Faculties
- Colleagues in Fees and Finance
- Prospective and current students
- Student societies
- Legal Services

External:

- Partner institutions
- Scholarship bodies, funding organisations and donors
- British Council
- Agents and representatives
- Organisations such as BUTEX, UKCISA and Turing
- Embassies
- Travel agents

Special Requirements

Ability to work frequent evenings and weekends in support of University business (engagement activities, Open Days, Visit Days etc).

Demonstrate University of Southampton behaviours (Embedding Collegiality – see below).

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds.</p> <p>Previous work experience within an administrative or secretarial support role.</p> <p>Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages.</p> <p>Able to demonstrate a good knowledge of the role and its context.</p> <p>Able to produce clear, accurate and concise written documentation.</p> <p>Experience of analysing data and presenting summary information clearly.</p>	<p>RSA II word-processing, or equivalent level of skill or qualification.</p> <p>Experience of monitoring a small-scale budget</p>	
Planning and organising	<p>Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.</p> <p>Able to work well with minimum supervision.</p>		
Problem solving and initiative	<p>Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures.</p>		
Management and teamwork	<p>Able to contribute to team efficiency through sharing information and constructively supporting others.</p> <p>Able to ensure any staff managed or supervised are focuses on allocated tasks and aware of service standards.</p> <p>Able to effectively allocate work and check the work of others ensuring required service standards and deadlines are met.</p> <p>Able to adapt well to change and service improvements.</p>		
Communicating and influencing	<p>Able to seek and clarify detail.</p> <p>Experience of providing advice on administrative procedures to colleagues and external customers.</p> <p>Able to demonstrate own duties to other colleagues as required.</p>		
Other skills and behaviours	<p>Ability to successfully work across teams in matrix management environments, so that objectives are fully realised.</p>		

Special Requirements

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JOB HAZARD ANALYSIS

Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	<p>If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.</p> <p>Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.</p>

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			

Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

All staff	Behaviour
Personal Leadership	I take personal responsibility for my own actions and an active approach towards my development
	I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly
	I show pride, passion and enthusiasm for our University community
	I demonstrate respect and build trust with an open and honest approach
Working Together	I work collaboratively and build productive relationships across our University and beyond
	I actively listen to others and communicate clearly and appropriately with everyone
	I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish
	I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes
Developing Others	I help to create an environment that engages and motivates others
	I take time to support and enable people to be the best they can
	I recognise and value others' achievements, give praise and celebrate their success
	I deliver balanced feedback to enable others to improve their contribution
Delivering Quality	I identify opportunities and take action to be simply better
	I plan and prioritise efficiently and effectively, taking account of people, processes and resources
	I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion
	I encourage creativity and innovation to deliver workable solutions
Driving Sustainability	I consider the impact on people before taking decisions or actions that may affect them
	I embrace, enable and embed change effectively
	I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward
	I take time to understand our University vision and direction and communicate this to others