

Job Description and Person Specification

Last updated: August 2022

JOB DESCRIPTION

Post title:	Study Abroad and Exchange Coordinator		
Standard Occupation Code: (UKVI SOC CODE)	TBC 242X - Depends on Specialist Area and Key Accountabilities		
School/Department:	International Office, Global Recruitment and Admissions		
Faculty:	Student Experience Directorate		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	3
*ERE category:	N/A		
Posts responsible to:	Study Abroad and Exchange Manager		
Posts responsible for:	None		
Post base:	Office-based with occasional overseas travel		

Job purpose
To provide comprehensive, effective and efficient administration of the University of Southampton's study abroad and exchange programmes comprising full year, semester and short-term overseas placements, and the coordination of staff mobility via the University's global partnerships. The postholder will deliver an excellent level of service to applicants and partners throughout the mobility journey and have primary responsibility within the Global Mobility team for the internal and external promotion of study abroad and exchanges, via a range of media.

Key accountabilities/primary responsibilities	% Time
1. Supporting the Study Abroad and Exchange Manager by coordinating administrative processes involved in the delivery of the University's Study Abroad and Exchange programme. This will require independent problem solving and the ability to manage a busy workload,	30%

Key accountabilities/primary responsibilities		% Time
2.	<p>Lead on the promotion of in- and outbound exchange and study abroad programmes. This will require:</p> <ul style="list-style-type: none"> • creating, updating and implementing a comprehensive annual marketing communications schedule; • drafting relevant copy and material for the digital promotion of the Study Abroad and Exchange webpages and social media as well as media in other formats (brochures, videos, how-to guides etc); • arranging and contributing to presentations and workshops to promote the opportunities available to students and staff, including the organisation of diaries, room bookings and refreshments; • organising inward and outbound visits, and continually reviewing the success of our promotional work and marketing communications by preparing internal reports on the impact of our outreach, including the use of Google Analytics and other tools. 	15%
3.	<p>Responsible for calculating and administering student grants/bursaries and issuing payments to students once the necessary documentation has been completed, ensuring that we remain compliant with all relevant internal and external financial regulations.</p> <p>This will also include supporting the Study Abroad and Exchange Manager with ensuring that we have complete documentation for any internal/external audits of our expenditure.</p>	15%
4.	<p>The coordination of staff visits, in support of broader global mobility initiatives. This will require:</p> <ul style="list-style-type: none"> • the processing of applications, ensuring that all relevant documentation has been completed and that decisions are fair and transparent, • providing successful colleagues with excellent administrative support in arranging travel, • processing subsequent travel and expense claims in line with relevant financial regulations, • completing an annual report on our faculty and staff visits so that we can track demand and capture details of the impact of such visits. 	10%
5.	<p>Providing exceptional customer service and timely advice to students and colleagues regarding exchange and study abroad by email, telephone, social media and in person, preparing up-to-date FAQs and guidance materials and troubleshooting where necessary.</p>	10%
6.	<p>Ensure that we have robust support in place for students and staff in case of personal or public emergencies and ensuring that we follow relevant health and safety procedures. This will also require the postholder to keep up to date on global issues to monitor the safety of our stakeholders.</p>	5%
7.	<p>To organise events related to study abroad and exchanges such as celebration events for recipients, pre-departure activities, welcome back receptions and ensuring that all activities run efficiently by co-ordinating diaries, booking venues, and supplying relevant information.</p>	5%
8.	<p>Contribute, as a member of the Global Recruitment & Admissions department towards broader initiatives to ensure and implement an excellent applicant and student experience.</p> <p>Participate in cross-functional activities such as international student registration, open days and student recruitment events, confirmation and clearing.</p>	5%
9.	<p>Any other duties as allocated by the line manager following consultation with the post holder.</p>	5%

Internal and external relationships
<ul style="list-style-type: none"> • Staff in the International Office/ Staff in Professional Services and throughout the University in academic groupings. • Partner universities in Europe and worldwide. • International visitors, students, and enquirers in person, by telephone and correspondence. • Outside agencies including embassies, the British Council, travel agents, international agents, schools, colleges, universities and funding bodies etc. • Alumni and Student Societies

Special Requirements

1. Ability to multi-task with close attention to detail and working to deadlines.
2. Ability to relate to a wide range of people.
3. Frequent out of hours working over evenings and weekends in support of University business (engagement activities, Open Days, Visit Days etc).

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training.</p> <p>Able to apply a comprehensive understanding of relevant University systems and procedures and procedures, and an awareness of activities in the broader work area.</p> <p>Ability to accurately analyse and interpret complex quantitative and qualitative data, presenting summary information in a clear and concise format.</p> <p>Ability to make effective use of standard office computer systems including word-processing and spreadsheets.</p>	<p>Relevant degree (or equivalent qualification or experience).</p> <p>RSA II word-processing (or equivalent qualification or experience)</p> <p>Financial administration/budget monitoring experience</p>	Application and interview
Planning and organising	<p>Able to plan and prioritise a range of one's own, and the team's, standard and non-standard work activities.</p> <p>Ability to successfully plan and deliver administrative projects over a period of several months.(e.g. to co-ordinate an event)</p>		Application and interview
Problem solving and initiative	<p>Able to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods.</p>		Application and interview
Management and teamwork	<p>Able to solicit ideas and opinions to help form specific work plans.</p> <p>Able to positively influence the way a team works together.</p> <p>Able to ensure staff are clear about changing work priorities and service expectations.</p> <p>Ability to effectively allocate to, and check work of staff, coaching/ training and motivating staff as required.</p>	Successful supervisory experience.	Application and interview
Communicating and influencing	<p>Able to elicit information to identify specific customer needs.</p> <p>Able to offer proactive advice and guidance.</p> <p>Ability to deal with sensitive information in a confidential manner.</p>		Application and interview
Other skills and behaviours			

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).

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	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. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- 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	x		
Lone working	x		
## Shift work/night work/on call duties	x		

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