

Job Description and Person Specification

Last updated: August 2022

JOB DESCRIPTION

Post title:	International Scholarships Coordinator		
Standard Occupation Code: (UKVI SOC CODE)	TBC – 41XX/421XX – Depends on Key Accountabilities		
School/Department:	International Office, Global Recruitment and Admissions		
Faculty:	Student Experience Directorate		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	3
Posts responsible to:	International Partnership & Scholarships Manager		
Posts responsible for:	International Scholarships Administrator		
Post base:	Office-based		

Job purpose
<p>To ensure the provision of comprehensive, effective and efficient administration of the University of Southampton's International Scholarship scheme(s). This includes the delivery of an excellent level of service to applicants through the management of application and selection processes, and to the university through accurate reporting and liaison.</p> <p>The postholder will use their judgement in determining appropriate processes and approaches, and provide detailed, specialist advice and guidance as required to academic and professional services departments.</p>

Key accountabilities/primary responsibilities	% Time
<p>1. To oversee administrative processes involved in the delivery of the University's international scholarship schemes, ensuring the schemes run smoothly and effectively and are completed accurately within the given timeframes through the academic cycle.</p> <p>This will include:</p> <ul style="list-style-type: none"> determining appropriate deadlines, procedures and processes, ensuring they are fit for purpose and maximise efficiency to guarantee a high-quality applicant experience, as well as making recommendations for improvements where identified and implementing agreed change. Supervise the work of the International Scholarship Administrator in answering queries primarily via email and telephone for prospective scholarship applicants. 	35%

Key accountabilities/primary responsibilities		% Time
2.	To collate annually details of scholarship schemes across the university, and liaise extensively with colleagues in the Digital User Experience, Student Recruitment Marketing and Events (SRME), and Admissions and VISAS teams to ensure accurate and up to date information relating to our international scholarships is available and accessible on the University's website. This will involve using judgement to identify how to resolve communication challenges across the organisation.	30%
3.	To undertake research and perform detailed analysis, manipulation and interpretation of specialised data relating to the administration of the University's international scholarships scheme(s) to create reports and highlight and prioritise issues for managers as well as bodies such as the Fees, Pricing and Scholarships Group (FPSG). To undertake scholarship related financial administration processes ensuring accurate recording and reporting of funds used in the scholarships scheme(s) and providing support to management with monitoring and forecasting of expenditure.	10%
4.	To organise events related to scholarships such as celebration events for recipients, ensuring all activities run efficiently by co-ordinating diaries, booking venues, and supplying relevant information.	10%
5.	To provide confidential secretarial/executive support services to senior managers and academic colleagues involved in scholarship application assessments where required, including the co-ordination of diaries and organisation of assessment panels, arranging and servicing meetings, filtering problems and enquiries, drafting and issue of documentation, organisation of events and attending meetings on behalf of the manager as appropriate.	5%
6.	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 and student recruitment events, confirmation and clearing.	5%
7.	Any other duties as allocated by the line manager following consultation with the post holder.	5%

Internal and external relationships

Internal:

Other members of Global Recruitment & Admissions and University staff.

Colleagues in fees and finance, members of the Fees, Pricing and Scholarships Group and its Chair.

Prospective students and scholarship applicants.

External:

Scholarship bodies, funding organisations, donors

British Council

Agents and representatives

Partner institutions

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 HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training.</p> <p>Financial administration/budget monitoring experience.</p> <p>Able to apply a comprehensive understanding of relevant University systems and procedures, and an awareness of activities in the broader work area.</p> <p>Able to accurately analyse and interpret complex quantitative and qualitative data, presenting summary information in a clear and concise format.</p> <p>Able 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>Experience of coordinating scholarships</p> <p>Understanding of international student recruitment and the Higher Education sector</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>Able to successfully plan and deliver administrative projects over both very short or extended periods.</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>Ability to manage time appropriately to complete desired work.</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>Able 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>Able to deal with sensitive information in a confidential manner.</p> <p>Ability to communicate effectively in oral and written format and to adjust the tone of messaging depending on</p>		Application and interview

	target audience (eg, webpages, reports, emails, phone calls etc).		
Other skills and behaviours	Attention to detail. Adaptable and flexible.		Application and interview
Special requirements	Frequent evening and weekend work in line with University calendar as required		Application and interview

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			
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