

Job Description and Person Specification

Last updated: September 2022

JOB DESCRIPTION

Post title:	Summer School Manager		
Standard Occupation Code: (UKVI SOC CODE)	TBC - Depends on Specialist Area and Key Accountabilities		
School/Department:	International Office, Global Recruitment and Admissions (GRA)		
Faculty:	Student Experience Directorate (SED)		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	4
Posts responsible to:	Head of Global Mobility		
Posts responsible for:			
Post base:	Office-based with significant international travel (see job hazard analysis)		

Job purpose
To support the Head of Global Mobility with the development of a central international summer school which will provide exciting opportunities for students to undertake short-term study abroad. The postholder will have responsibility for liaising with faculties and other professional services to create and implement an innovative and attractive high quality summer school for inbound students in support of the International Strategic Plan, ensuring the effective use of internal and external resources, and the achievement of ambitious returns on investment from year 3 of operation.

Key accountabilities/primary responsibilities	% Time
<p>1. Supporting Strategic Developments</p> <p>To implement part of the University's global mobility strategy by developing, in conjunction with the Head of Global Mobility, a detailed Summer School plan which ensures the delivery and achievement of institutional objectives. This will require the postholder to:</p> <ul style="list-style-type: none"> • Co-devise, implement and regularly review an ambitious Summer School plan which delivers an innovative programme to non-degree-seeking students from overseas, in support of the broader University Strategy and International Strategic Plan. Such plans must make a significant contribution to the University's internationalisation agenda by growing student mobility and providing opportunities for international students to sample a Global Southampton experience. • Undertake regular research of our competitors in the UK and overseas to determine the best product the UoS can offer in market including a portfolio review/analysis of subjects, curriculum design, price points, location, scheduling, student experience and the creation of a detailed marketing plan with the Student Recruitment Marketing and Events team to recruit high quality students from around the world. • Work with colleagues in Widening Participation to ensure that our Summer School includes some funded opportunities for students from under-represented backgrounds who may not typically avail of global summer school provision, and to seek regular funding for such students so that we may fulfil our civic and societal ambitions. • Ensure value for money and effective deployment of resources, with activity targeted to achieve significant return on investment so that the Summer School is self-funding from year 3. • Provide high quality management and specialist summer school information to relevant stakeholders within the University . • Ensure that Summer School alumni are adequately inducted and supported as part of or broader community. including with support from ODAR where relevant, and that such cohorts are included in recruitment plans for future studies at the University of Southampton (for example, for Summer School alumni to return as fee-paying Study Abroad students or for postgraduate taught/postgraduate research programmes). 	30%

Key accountabilities/primary responsibilities	% Time
<p>2. Planning</p> <p>To inform and develop annual and longer-range operational plans that deliver against targets and objectives for Summer Schools.</p> <ul style="list-style-type: none"> • Manage the design of a new institutional Summer School programme for launch in summer 2024 which must be self-funding by Year 3 of operation. This will require extensive consultation with other professional services to ensure that our administrative, marketing and quality assurance processes are fit for purpose and provide a first-class student experience; regular liaison with faculties to create exciting courses which will be appealing in market; and working with the rest of the International Office team to coordinate the promotion of the Summer School in key markets around the world. • Day-to-day responsibility for the timely, effective and responsive administration of the Summer School. • To create a comprehensive marketing plan for the Summer School • To act as Secretary to a new Summer School Board which will oversee the programme and to service such meetings. • To advise and support the Summer School Academic Director, faculty and teaching assistants who deliver the teaching components of the Summer School. • To liaise with Residential Services to ensure that suitable accommodation is reserved for Summer School students as part of a high quality student experience. • Ensure planning for Summer School activities is informed by high quality market insight and is responsive to the changing nature of global higher education, alerting the Head of Global Mobility of any important changes or information as necessary. • To support the Head of Global Mobility with the development of business continuity plans to enable business operations to be maintained following the failure, or damage to, vital services or facilities. <p>To support the Head of Global Mobility with the development of a robust and highly detailed operational plan which includes the protocols, templates and instructions for the monitoring of student satisfaction, quality assurance processes, grade/marking processes including External Examiner processes, and the production of transcripts and certificates.</p>	25%
<p>3. Management</p> <p>Undertake, in consultation with the Head of Global Mobility, the matrix management of staff associated with the Summer School, such as the Global Mobility Administrator.</p> <ul style="list-style-type: none"> • Ensure that procedures and processes are undertaken in line with the overarching Global Recruitment and Admissions department and Student Experience Directorate, enabling staff to fulfil their potential and deliver best practice in their service areas. • Ensure that all staff understand their contribution to the directorate and to the University Strategic Plan, so that they are able to develop their skills and improve their performance. • Work with the Head of Global Mobility to set clear objectives for the administrative staff who support the Summer School, and then provide day-to-day oversight of those roles and activities. • Ensure compliance with, and understanding of, relevant legislation relating to Summer School activities, and the University's policies and procedures including those governing Health and Safety, Equal Opportunities, copyright, data protection, freedom of information and disability. • Embed and make clear the importance of staff engagement in team meetings and other interactions to develop a robust and effective team which has clarity in its objectives and where staff feel supported and encouraged to share feedback and offer suggestions at regular intervals. 	20%

Key accountabilities/primary responsibilities	% Time
<p>4. Internal and external relationships</p> <p>Develop the Summer School team in its knowledge and expertise, ensuring it is regarded as a proactive institutional repository and resource for academic and professional services colleagues to call upon and trust in support of institutional Summer School objectives.</p> <ul style="list-style-type: none"> • Support the Head of Global Mobility in the identification of new Summer School partnerships and the development of existing relationships that contribute to Southampton's global brand recognition. • Work with colleagues across the International Office, Global Recruitment and Admissions, other professional services and faculties to promote and manage the Summer School. • Manage the University's external day-to-day relationships with Summer School partners, funding bodies, BUTEX and any other stakeholder or organisation related to the work of the broader Global Mobility team. • To represent the University internationally, raising its international brand and profile with direct responsibility for contributing to the achievement of the University's ambitious targets for international mobility as part of the University Strategy and the International Strategic Plan. 	15%
<p>5. 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, and confirmation and clearing.</p>	5%
<p>6. 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"> • Colleagues across Global Recruitment and Admissions and the Student Experience Directorate • Academic and professional services staff throughout the University (faculties, QSAT, Finance Division, Legal Services etc) • International visitors, delegations and students • Prospective or existing partner universities • International student societies • International agents and representatives • Embassy staff and scholarship bodies • External agencies such as the British Council, BUILA, BUTEX, UKCISA and others as relevant • ODAR and key alumni

Special Requirements
<p>Ability to undertake extensive international travel requiring long hours of work whilst maintaining a professional approach at all times. This includes the ability to work independently for long periods whilst remaining a fully contributing member of the team, including with staff/colleagues located across different time zones.</p> <p>Demonstrate Southampton University behaviours (Embedding Collegiality – see below).</p>

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications,	Previous HE sector experience within a Study	Experience of having	Application

knowledge and experience	Abroad or Summer School Office	supported the design and development of profit-making university-level summer schools, including supporting the oversight of academic and administrative support	and interview
	Skill level equivalent to achievement of an undergraduate degree or equivalent	A postgraduate qualification or similar level experience in marketing	Application and interview
	Experience of designing and implementing international recruitment marketing plans	Experience of marketing summer schools internationally	Application and interview
	Experience of developing and managing partnerships with other education, industry, government, and research organisations to support global mobility		Application and interview
Planning and organising	Experience of creating cohesive team plans and coordinating major new projects and activities, ensuring such plans complement broader organisational strategy		Application and interview
	Demonstrable experience of planning and organising resources and budgets to ensure that objectives are achieved on time		Application and interview
	Ability to organise own workload and workload of others under pressures of time, resources and attention to detail		Application and interview
	Demonstrable experience of data and market intelligence analysis, forecasting trends and future developments.		Application and interview
	Experience of using resources creatively to deliver demonstrable value for money.		Application and interview
	Able to develop innovative solutions and practical implementations for strategic change.		Application and interview
Management and teamwork	Proven experience of motivating and mentoring staff in a small team setting.		Application and interview
	Ability to manage team dynamics, ensuring any potential for conflict is managed effectively.		Application and interview
	A broad understanding of the international summer school landscape to enable collegial contribution to the broader Global Southampton team.		Application and interview
Communicating and influencing	Demonstrable experience of establishing and building relationships with key stakeholders.		Application and interview
	Skilled in negotiation with commercial or third party organisations and partners to deliver value for the University.		Application and interview

	Ability to represent the University of Southampton nationally and internationally.		Application and interview
Other skills and behaviours	Proficiency in partnership working, understanding competing priorities and ensuring mutual benefit.		Application and interview
	Ability to demonstrate alignment with the University's core values in all areas of work, and champion those behaviours in the department		Application and interview
Special requirements	As a Line Manager role model, ability to demonstrate the Southampton Behaviours and to work with the Summer School team to embed such behaviours them as a way of working within the department.		Application and interview
	Ability and willingness to travel internationally and at short notice.		Application and interview
	Able to represent the University of Southampton at nationally and internationally, with confidence and professionalism.		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	X		
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			
## 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