

Job Description and Person Specification

Last updated: September 2022

JOB DESCRIPTION

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

Job purpose
To provide comprehensive, effective and efficient administrative support to the Global Recruitment and Admissions team comprising the International Office, Admissions and VISAS, Student Recruitment Marketing and Events, Policy and Insight, Strategy, TNE, and its external stakeholders.

Key accountabilities/primary responsibilities	% Time
1. To provide effective and efficient administrative support in the planning and organising of trips and events in the UK and overseas including education exhibitions and fairs, recruitment visits and schools and colleges visits. This will require the planning and booking of freight, visas, travel, accommodation, and exhibition facilities/participation, ensuring that such activities remain within allocated budgets, and liaising with partners and alumni to coordinate these activities.	30%
2. To process invoices and orders, making effective use of Agresso financial administrative process as required including the correct use of budget codes and supporting end of year financial processes.	20%

Key accountabilities/primary responsibilities		% Time
3.	To provide secretarial support to GRA meetings or committees including the timely collation of agendas, minute-taking, and following up on agreed actions.	10%
4.	Assisting with the arrangement of inward visits and campus tours by UK and international visitors and others including the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documents and the overall organisation of events including catering and room booking where necessary.	10%
5.	Contribute, as a member of the Global Recruitment & Admissions department, towards broader initiatives to ensure and implement an excellent applicant and student experience. This includes participation in cross-functional activities such as Meet and Greet, international student registration, open days, visit days, student recruitment events, confirmation and clearing	10%
6.	To apply a good working knowledge of service administrative systems to answer queries and resolve problems from colleagues and external customers.	5%
7.	To contribute to the development of office administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness.	5%
8.	To analyse, manipulate and interpret complex information in order to compile detailed summary reports.	5%
9.	Any other duties that fall within the scope of the job, as allocated by the line manager following consultation with the post holder.	5%

Internal and external relationships
<ul style="list-style-type: none"> • Staff in the Global Recruitment and Admissions team and the broader Student Experience Directorate, other Professional Services, international visitors, students, and enquirers in person. • Faculties and Academic Units within the University. • Outside agencies including the British Council, travel agents, international agents, education institutions etc.

Special Requirements
<ol style="list-style-type: none"> 1. Demonstrate Southampton University behaviours (Embedding Collegiality – see below).

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds.	Skill level equivalent to achievement of HNC, A-Level, NVQ 3 or equivalent experience.	Application
	Previous work experience within an administrative or secretarial support role.	RSA II word-processing, or equivalent level of skill or qualification.	Application and interview
	Track record of successfully handling a demanding workload.	Experience of monitoring a budget.	Application and interview
	Evidence of a strongly developed awareness of customer service.	Understanding of the student educational experience, for example being a graduate.	Application and interview
	Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages.	Interaction with external visitors.	Application and interview
	Able to demonstrate a good knowledge of the role and its context.	Marketing experience or awareness.	Application and interview
	Ability to produce clear, accurate and concise written documentation.		Application and interview
	Experience of analysing data and presenting summary information clearly.		Application and interview
Planning and organising	Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.		Application and interview
	Able to work well with minimum supervision.		Application and interview
	Ability to multi-task with close attention to detail and working to deadlines.		Application and interview
	Evidence of managing a task end-to-end within quality and time standards.		Application and interview
Problem solving and initiative	Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures.		Application and interview
Management and teamwork	Able to contribute to team efficiency through sharing		Application and interview

	information and constructively supporting others.		
	Able to ensure any staff managed or supervised are focuses on allocated tasks and aware of service standards.		Application and interview
	Ability to effectively allocate work and check the work of others ensuring required service standards and deadlines are met.		Application and interview
	Ability to adapt well to change and service improvements.		Application and interview
Communicating and influencing	Able to seek and clarify detail.		Application and interview
	Experience of providing advice on administrative procedures to colleagues and external customers.		Application and interview
	Able to demonstrate own duties to other colleagues as required.		Application and interview
	Ability to relate well to a wide range of people including overseas visitors.		Application and interview
Other skills and behaviours	Ability to work on own initiative and as a member of a team.		Application and interview
Special requirements	Close attention to detail even under pressure.		Application and interview
	Ability to maintain a calm and cheerful team spirit.		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