

# Job Description and Person Specification

Last updated: September 2022

## JOB DESCRIPTION

|   |   |        |   |
|---|---|--------|---|
| Post title:                               | <b>Study Abroad and Exchange Manager</b>                              |        |   |
| 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: | 4 |
| *ERE category:                            | N/A   |        |   |
| Posts responsible to:                     | Head of Global Mobility   |        |   |
| Posts responsible for:                    | Study Abroad & Exchange Team  |        |   |
| Post base:                                | Office-based with some international travel (see job hazard analysis) |        |   |

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| <b>Job purpose</b>   |
| To manage the Study Abroad and Exchange team in all matters relating to the management of student and staff mobility including full year, semester and short-term exchanges or placements with partners overseas. The postholder will also have responsibility for the development and management of our incoming Study Aboard programme (for fee-paying non-degree seeking students) and for supporting the Head of Global Mobility with the implementation of the Turing Scheme and any other funding initiatives related to study abroad and exchanges. |

| Key accountabilities/primary responsibilities   | % Time |
|---|--------|
| <p>1. To manage Study Abroad and Exchange provision at the University of Southampton to ensure that we meet the ambitious global mobility goals outlined in our International Strategic Plan. This will require:</p> <ul style="list-style-type: none"> <li>• Day-to-day development and oversight of all central administrative processes relating to study abroad and exchanges, including supporting faculties with sharing best practice.</li> <li>• Supporting the Head of Global Mobility with the day-to-day management of study abroad and exchange funding initiatives such as the Turing Scheme, including supporting the drafting of funding bids, managing budgets, undertaking regular reporting, and helping to prepare for audits.</li> <li>• Supporting the Head of Global Mobility with the management of an internal network of Study Abroad and Exchange Coordinators based within faculties and schools;</li> <li>• Ensuring the welfare of students and staff by creating and maintaining a suitable framework for study abroad and exchange activities, ensuring that appropriate risk assessments and pastoral support are provided.</li> <li>• Developing and maintaining suitable study abroad and exchange partnerships, ensuring that high quality opportunities are available for our stakeholders as we scale up our global mobility provision.</li> <li>• Marketing student and staff mobility opportunities internally and externally to grow the number of participants in study abroad and exchanges.</li> <li>• Developing and managing our incoming Study Aboard programme (for fee-paying non-degree seeking students), ensuring that it is attractive to prospective students and generates sufficient income for the University,</li> <li>• Undertaking domestic and international travel as required to regularly visit partners and support increased student mobility</li> </ul> | 55%    |
| <p>2. Line manage the Study Abroad and Exchange team, including allocating workload, setting objectives and targets, monitoring the day-to-day output of the team, undertaking inductions, probation reviews and appraisals, and supporting the ongoing professional development of team members.</p>   | 15%    |
| <p>3. Be the lead member of staff responsible for the provision of specialist professional advice to aid strategic decisions, develop strategies and recommend appropriate solutions for study abroad and exchanges, and to manage support services connected to student and staff mobility in line with relevant university policies for both internal and external customers.</p>   | 10%    |
| <p>4. To draft reports and deliver briefings and presentations relating to student and staff mobility as required.</p>  | 5%     |
| <p>5. To attend internal and external meetings to ensure that Study Abroad and Exchange issues are appropriately represented and reported, including deputising for the Head of Global Mobility in key meetings when required.</p>  | 5%     |
| <p>6. Contribute, as a member of the Global Recruitment &amp; 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%     |
| <p>7. Any other duties as allocated by the line manager following consultation with the post holder.</p>  | 5%     |

| Internal and external relationships  |
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| <ul style="list-style-type: none"> <li>• Staff in the International Office/ Staff in Professional Services and throughout the University in academic groupings.</li> <li>• Partner universities worldwide.</li> <li>• International visitors, students, and enquirers in person, by telephone and correspondence.</li> <li>• Outside agencies including embassies, the British Council, travel agents, international agents, schools, colleges, universities and funding bodies etc.</li> <li>• Alumni and Student Societies</li> <li>• International student societies</li> <li>• International agents and representatives</li> <li>• External agencies such as the Turing Scheme, British Council, BUILA, UKCISA and others as relevant</li> </ul> |

#### Internal and external relationships

- ODAR and alumni

#### Special Requirements

1. Ability to undertake some 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.
2. Demonstrate Southampton University behaviours (Embedding Collegiality - see below).

**PERSON SPECIFICATION**

| <b>Criteria</b>                          | <b>Essential</b>  | <b>Desirable</b>  | <b>How to be assessed</b> |
|--|---|---|---------------------------|
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HND, Degree, NVQ4 or basic professional qualification.   | A marketing qualification or similar CPD activities.  | Application               |
|  | Experience of supporting international student mobility.  | Evidence of delivery to target in a marketing environment.  | Application and interview |
|  | Experience of supporting the development, monitoring and maintenance of university partnerships for the benefit of the broader institution. |   | Application and interview |
|  | Previous experience of managing budgets.  | Previous experience of working overseas.  | Application and interview |
|  | Marketing and communications skills, including experience of creating and measuring in-country social media strategies.                     | Market research and analysis experience.<br><br>Knowledge and understanding of using a CRM system for recruitment and conversion. | Application and interview |
|  | High level of competence using IT, including the Microsoft Office suite.  | Experience of using a range of data analytics to inform strategy.   | Application and interview |
| Planning and organising                  | Evidence of having developed marketing strategies for international markets.  | Evidence of having developed marketing strategies for study abroad programmes.  | Application and interview |
|  | Ability to organise own workload under pressures of time, resources and attention to detail.  |   | Application and interview |
|  | Evidence of successful personal management and organisation skills.   |   | Application and interview |
| Problem solving and initiative           | Ability to assimilate a large volume and range of information, provide analysis and proposed actions in relation to markets.                | Good numerical skills   | Application and interview |
|  | Ability to respond positively and creatively to unforeseen events whilst at home and abroad.  |   | Application and interview |
|  | Creative and entrepreneurial thinking ability.  |   | Application and interview |
|  | Personal management skills to include consistent professional presentation, conduct and attitude.   |   | Application and interview |
|  | Development of own area of specialist responsibility and meeting set targets.   |   | Application and interview |
| Management and teamwork                  | Evidence of having managed projects, budgets, and other resources.  | Experience of having worked in a multicultural environment.   | Application and interview |
|  | Ability to support team members where needed.   |   | Application and interview |
| Communicating and influencing            | Excellent oral and written communication skills, including the ability to present effectively to diverse audiences in an engaging way.      | Experience of updating websites and contributing to student- or partner-focussed materials.                                       | Application and interview |
|  | Excellent interpersonal skills and the ability to relate to a wide range of people from many different cultural backgrounds.                |   | Application and interview |

|                             |   |   |                           |
|-----------------------------|---|---|---------------------------|
|                             | Ability to engender confidence and influence people.  |   | Application and interview |
| Other skills and behaviours | Ability to successfully work across teams in matrix management environments, so that objectives are fully realised. | Fluency or working proficiency in languages relevant to the region. | Application               |
| Special requirements        | Ability and willingness to travel extensively and at short notice.  |   | Application and interview |
|                             | Ability and willingness to work long and out of hours.  |   | Application and interview |
|                             | A commitment to upholding our equality, diversity and inclusion strategic plan in spirit and in practice.           |   | Application and interview |

## JOB HAZARD ANALYSIS

### Is this an office-based post?

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|---|--|
| <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.<br>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<br>(<30% of time) | Frequently<br>(30-60% of time) | Constantly<br>(> 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   |                                |                                |                               |
| <b>EQUIPMENT/TOOLS/MACHINES USED</b>   |                                |                                |                               |
| ## 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)   |                                |                                |                               |
| <b>PHYSICAL ABILITIES</b>  |                                |                                |                               |
| 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  |                                |                                |                               |
| <b>PSYCHOSOCIAL ISSUES</b>   |                                |                                |                               |
| 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                                |