

Job Description

Post title: **Agent and Ed Tech Coordinator**

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Standard Occupation Code:	TBC 243X – Depends on Specialist Area and Key Accountabilities
School / Department:	International Office, Global Recruitment and Admissions
Faculty / Directorate:	Student Experience Directorate
Job Family:	Management, Specialist and Administrative (MSA)
Grade:	Level 3
ERE Pathway (if applicable):	Not applicable
Post reporting to:	Agent Compliance Manager
Post line report(s):	N/A
Post base location:	Hybrid: Campus / Home : Highfield Campus

Job purpose: To coordinate and deliver core processes that underpin the University's international agent and Ed Tech partner operations, including onboarding, contract management, compliance support and systems-based administration in line with University's international recruitment strategy. Agents and Ed Tech partners play a vital role in extending the University's global footprint, making their support and engagement central to the success of the work within the International Office.

This role involves managing a range of complex and interlinked administrative activities such as processing agreements, contracts, and renewals, support agent commission workflows, maintaining documentation and systems data, and ensuring regular support for agent queries and applications with high levels of customer service.

The post holder will be expected to work independently within defined procedures, liaise with colleagues around the university, and contribute to the continuous improvement of international agent and Ed Tech engagement to support international recruitment goals.

Key accountabilities and indicative time allocation:

- 1.** **30%**
Deliver and coordinate the annual agent commission process and oversee its workflow, ensuring timely and accurate payments in line with agent agreements, university financial regulations, and compliance with the Agent Quality Framework. This includes collating and verifying commission submissions, resolving queries with agents and internal teams (e.g. Admissions and Fees), raising invoices in Business World (Agresso), and maintaining accurate records of income generated and commissions paid annually via the agent network.
- 2.** **20%**
Organise and act as a key point of contact and/or escalation for the day-to-day running of the agent network, using expertise in the field to diagnose and resolve problems as they arise,

both promptly and accurately. This will include application tagging, the university Agent Portal, managing agent and ed tech records, facilitating the completion of agent agreements and coordinating ed tech onboarding. Monitor and report on service standards and escalating as necessary to ensure high quality of service is maintained.

3.	20%	Independently progress and resolve a range of complex tasks as related to the success of university agent and Ed Tech partnerships. Use judgement and initiative to identify and resolve immediate and associated problems across multiple time zones, including assisting internal and external stakeholders and customers with agent-based queries for defined support services. This will include email inbox monitoring and liaising with internal teams to consider and propose alternative courses of action where appropriate to facilitate effective and efficient resolution of concerns and/or queries.
4.	10%	Contribute practical experience and insight towards the development of new or revised policies, systems and/or procedures and to support the Agent Compliance Manager, specifically with the ongoing operations to ensure agent partnership compliance and alignment with the Agent Quality Framework and wider university strategic aims and objectives.
5.	10%	Manipulate, analyse and/or evaluate specialised, but relatively straightforward, information or data as related to agent performance. Prepare and circulate documentation or reports for staff across the International Office and beyond, in appropriate formats to inform others and/or support decision making and overall agent strategy. To be responsible for managing and maintaining the platforms, dashboards, data sources and data architectures essential to the production of those reports and briefings
6.	5%	Contribute, as a member of Global Recruitment, Admissions, and Marketing department, towards broader initiatives to ensure and implement an excellent applicant and student experience. Participate in cross-functional activities such as international student registration, university open days, confirmation and clearing, and other student recruitment activities.
7.	5%	Any other duties as allocated by the line manager following consultation with the post holder.

Internal and external relationships:

GRAM management and University senior management

Other members of the International Office and wider Global Recruitment, Admissions, and Marketing Teams

Legal Services, Procurement, and Finance Teams at the University of Southampton

International visitors in person, by telephone, and via email

External partners, membership organisations and institutions

Internal agent and representatives

Special requirements:

Not Applicable

Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

Knowledge, Experience and Qualifications

Essential

- Substantial practical knowledge and experience in the required operational discipline. Practical knowledge may have been gained through some or all of the following:
 - Substantial, relevant work experience
 - Vocational training
 - Formal qualification(s) equivalent to Level 3 or 4 of the [Regulated Qualifications Framework](#) e.g. AS or A Level, advanced or higher apprenticeship, or Level 3 or 4 award, certificate, diploma, NVQ.
- Knowledge of and experience in working within the guidelines of the Agent Quality Framework
- Thorough understanding of international student markets and the role of international education agent partners
- Ability to accurately analyse and interpret quantitative and qualitative data, presenting summary data in a clear and concise manner.
- Evidence of a strongly developed awareness of customer service
- Proven ability to work confidently with spreadsheets and databases
- Competent in the use of Microsoft Office packages

Desirable

- Relevant degree (or equivalent qualification)
- Professional experience in financial administration, including calculating and processing payments
- Experience of using University systems including: student records systems (e.g.- Ellucian Banner), finance systems (e.g.- Agresso) web portal software (e.g.- SharePoint) and CRM Software (e.g.- Dynamics)

Teamwork and Communication

Essential

- Positively influences the way the team works together and supporting team members where needed across the broader International Office.
- Ensures colleagues are clear about priorities and service expectations.
- Ensures regular liaison and communication with a wide range of colleagues and builds good working relationships
- Excellent oral and written communication skills, including the ability to present effectively and engagingly to a diverse audience
- Evidenced professional experience working with cross-cultural clients, customers, or partners with a high degree of cultural sensitivity

Desirable

- Experience of updating websites and/or web pages for diverse external audiences

Planning, Organisation and Resource Management

Essential

- Plans and prioritises own work, and that of others, where required, under pressures of time, resources, and attention to detail
- Solicits ideas and opinions from others to inform work plans
- Ability to exercise initiative and work independently using sound judgment and innovative thinking for continuous improvement of internal processes and systems
- Ability to assimilate a large volume and range of information, undertake analysis and propose actions in relation to agent or edtech partners.

Desirable

- Evidenced experience in professional process improvement
- Professional experience in maintaining organised databases for agent management

Problem Solving and Initiative

Essential

- Elicits information to identify specific customer needs
- Uses initiative and applies a comprehensive understanding of established practices and procedures to interpret requirements, identify issues and resolve problems
- Develops improved methods, where required, within established practices and procedures
- Evidence of sound judgement to appropriately prioritise multiple competing tasks

Desirable

- Good numerical skills, evidenced by a professional history of financial administration
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Job Hazard Assessment

A full health clearance is required for this role where any hazards marked “^”, using the agreed Occupational Health referral template [available from here](#). Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

Physical Environment

Working outside ^	Not applicable
Exposure to noise levels >80dbA ^	Not applicable
Working with dust or fumes ^	Not applicable
Working with skin irritants ^	Not applicable
Working with chemicals (industrial or cleaning) ^	Not applicable
Working in a confined space ^	Not applicable
Working at height ^	Not applicable
Working with sewage ^	Not applicable
Contact with cytotoxins ^	Not applicable
Exposure Prone Procedure (EPP) work ^	Not applicable
Contact with clinical specimens or pathology work ^	Not applicable
Direct patient care or patient contact	Not applicable
Exposure to temperature extremes	Not applicable
Frequent hand washing	Not applicable
Ionising radiation	Not applicable

Psychological and Social Environment

Working shifts ^	Not applicable
Working nights ^	Not applicable
Lone working	Not applicable
Working with children	Not applicable
Exposure to persons with challenging behaviour	Not applicable
Working with larger groups	Not applicable

Equipment, Tools and Machines

Working with vibrating machinery or tools ^	Not applicable
Driving duties e.g. LGV, PCVs, forklift trucks ^	Not applicable
Food handling	Not applicable
Contact with latex	Not applicable

Physical Abilities

Prolonged physical movements or actions e.g. walking ^	Not applicable
Prolonged Standing or Sitting ^	Not applicable
Moving or handling heavy loads ^	Not applicable
Repetitive pulling or pushing ^	Not applicable

Repetitive climbing (steps, stools, ladders, stairs) ^	Not applicable
Repetitive crouching, kneeling or stooping	Not applicable
Repetitive lifting	Not applicable
Fine motor grips (e.g. pipetting)	Not applicable
Repetitive reaching below shoulder height	Not applicable
Repetitive reaching at shoulder height	Not applicable
Repetitive reaching above shoulder height	Not applicable

Behaviours

Our [Inclusion and Respectful Behaviour Policy](#) describes the expectations of everyone who is a part of our community.

Our **Southampton Behaviours** (below) outline the responsibilities we each have in working collaboratively to achieve our University strategy.

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 demonstrate 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 be.
- 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 make improvements.
- 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 their conclusion.
- I encourage creativity and innovation in others, 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 for change, and gaining support to move forward.
- I take time to understand our University strategy and communicate this to others.