

## JOB DESCRIPTION

<b>Job Title:</b> ISEP Administrator	<b>Accountable to:</b> Lead Administrator LD and ISEP
<b>Contract Length:</b> Fixed Term to 30 June 2022	<b>Hours per week/FTE:</b> 0.8 FTE (can be 4 full days or 5 short days) <b>Weeks per year:</b> 52
<b>Salary:</b> £29,358 - £35,839 pro rata	<b>Grade:</b> 3
<b>College/Service:</b> The Language Centre	<b>Location:</b> currently remote-working, but partial or full onsite working at High Holborn may be required in future

### Purpose of Role:

To support the International Student Experience Programme team in administering, coordinating, monitoring and developing the Programme as required.

To administer the LAC Programme.

To support the Head of Intercultural Training with coordination of training provision.

To support pre-arrival, orientation and staff development activities of the ISEP.

To support management of resources as required.

### Duties and Responsibilities

- Administer the LAC Programme, including through the following tasks: set up LAC courses on booking system (eStore, SkillsForge); respond to enquiries; handle pre-arrival communications with students; process refunds; create registers; collect and collate student survey feedback; issue certificates; assist with updating terms and conditions and parental consent forms.
- For remote delivery of LAC Programme: set up classes on virtual platform, provide platform support to tutors at the start of term (occasional evening work required). For face to face delivery of LAC: book classrooms, provide start of term support on-site (occasional evening work required).
- Administer the ICT Programme, including through the following tasks: set up training events on booking system (ESS), distribute attendance lists, respond to enquiries, maintain records of training delivery.
- Support coordination and delivery of pre-departure and orientation events.
- Support coordination of termly ISECoP meetings and take part in relevant University and College meetings and initiatives.
- Submit orders for resources, maintain equipment records and look after ISEP resources on-site as required.
- Monitor expenditure as relevant, tracking expenses and associated invoices.
- Maintain efficient administrative processes in support of ISEP activities.
- Be responsible for collecting data appropriate to ISEP review and development and maintain associated records.
- Enable consistency within the department by working closely with other ISEP admin staff to provide effective support for each other during peak periods and absences.

### General Duties

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work

- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022). To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

**Key Working Relationships:** Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Lead Administrator LD and ISEP; Associate Dean of International Student Experience; LAC Co-ordinator; Head of Intercultural Communication; ISEP Assessment and Communications Administrator; LSSS colleagues and colleagues from the Colleges who have specific international student duties in their roles.

**Specific Management Responsibilities**

**Budgets:** none

**Staff:** none

**Other** (e.g. accommodation; equipment): none

Signed: Amy Connolly, Lead Administrator LD and ISEP \_\_\_\_\_ Date of last review: 19/11/2020 \_\_\_\_\_  
(Recruiting Manager)

**Job Title: ISEP Administrator****Grade: 3**

Person Specification	
Specialist Knowledge/ Qualifications	<p>Relevant degree or equivalent relevant experience</p> <p>Understanding of challenges for international students in UK HE, current themes in the sector and the scope of the term 'student experience'</p>
Relevant Experience	<p>Significant administrative experience in UK HE</p> <p>Experience of programme/course administration and events co-ordination</p> <p>Experience of acting as a representative for an area of work</p> <p>Experience of using various software packages and digital tools:</p> <ul style="list-style-type: none"><li>• Microsoft software including Word, Excel, Office 365, Teams, and Sharepoint (essential)</li><li>• Moodle, Blackboard Collaborate, Powerpoint, InDesign and Mac (desirable)</li></ul> <p>Adapts quickly to new software and systems including content management systems, booking systems and online platforms.</p> <p>Works with a high level of attention to detail</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media.</p>
Planning and Managing Resources	<p>Plans, prioritises and organises work to achieve objectives on time</p>
Teamwork	<p>Works collaboratively in a team and where appropriate across or with different professional groups.</p>

Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems.