

## JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title:</b>	Student Exchange Administrator	<b>Accountable to:</b>	Head of International Partnerships
<b>Contract Length:</b>	Permanent	<b>Hours per week/FTE:</b>	35
<b>Salary:</b>	£29,358-£35,839 p.a.	<b>Grade:</b>	3
<b>College/Service:</b>	London College of Communication	<b>Location:</b>	Elephant and Castle

### Purpose of Role:

To provide high quality administration for London College of Communication's international exchange programmes for students:

- incoming students from overseas partner institutions studying at LCC
- outgoing students from LCC going abroad to study at a partner institution or undertake a work placement
- supporting development and promotion of exchange programmes and other international opportunities for students

### Duties and Responsibilities:

- To act as the first point of contact for all incoming and outgoing students participating in an international exchange, ensuring prompt communication and providing effective support at all stages of the exchange cycle
- To maintain LCC's database of student mobility and exchange activities (both incoming and outgoing), including accurate and up-to-date information on students and partner institutions' departmental representatives, session dates, courses and assessment policies
- To act as the first point of contact for LCC academic / administration colleagues and departmental representatives at LCC's partner institutions on all matters relating to student participation in international exchanges
- To process – in liaison with LCC academic and administration teams & partner institutions – exchange applications for both incoming and outgoing students; and ensuring the swift communication of academic decisions to students, LCC staff and partner institutions
- To work closely with LCC's outbound exchange students, explaining exchange processes; supporting them in the application process and offering information about securing any appropriate funding, cultural differences, course and language requirements
- To work closely with LCC's Placements Manager in supporting outgoing students on international work placements, signposting funding opportunities
- To prepare and distribute pre-arrival information for incoming exchange students
- To effectively welcome new exchange students to LCC, through organising induction events and working closely with the UAL International Relations Unit, other College Mobility Officers and LCC's Academic Registry to ensure that student enrolment and administration procedures are successfully and efficiently fulfilled
- To work closely with LCC's International Student Experience Officer in the provision of day-to-day support and advice to exchange students whilst in London
- To support activity in the College related to the University's fee-paying Study Abroad programme, working in conjunction with the central Study Abroad team, and College academic teams
- To provide support to the LCC International Development Office in seeking and responding to opportunities for new exchange partners
- To work closely with College academic and quality teams to ensure that academic and student requirements are closely aligned to any international exchange experience
- To market and promote student mobility opportunities to internal audiences, through information sessions, email, Moodle and other appropriate channels
- To collect feedback from both incoming and outgoing students relating to their international exchange experience and communicate findings with the LCC International Development Office
- To liaise with the University International Exchange Manager and other College Mobility Officers to ensure effective implementation of the University's policies relating to student exchange programmes, and to identify and share best practice
- To work alongside International Development team colleagues in order to keep up to date with current legislation, and funding policies and procedures relating to student mobility

- To be an active member of the International Development Office team, and provide contributions to the ongoing development and implementation of UAL's international strategy
- To undertake other duties commensurate with the grading and purpose of the post as required
- To perform such duties consistent with your position as may from time to time be assigned to you anywhere within the University
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.

**Key Working Relationships:**

- LCC International Development Office colleagues
- LCC Placements Manager
- Incoming and outgoing students participating in exchange programmes
- Academic and administrative staff at LCC
- Central Services colleagues, principally in the International Relations and Study Abroad teams
- Counterparts in overseas institutions

**Specific Management Responsibilities**

**Budgets:** N/A

**Staff:** N/A

**Other:** N/A

Signed T.Webb Date of last review January 2021  
(Recruiting Manager)

HERA ref: LCC-2015-01

Specialist Knowledge/ Qualifications	Degree qualification in relevant discipline
Relevant Experience	<p>Experience in an administrative or professional capacity of adapting to different ways of working and maintaining working relationships with a variety of stakeholders in different countries</p> <p>Experience of handling a highly detailed administrative workload, preferably in a Higher Education Institution and/or in a student support role</p> <p>Able to apply knowledge and understanding of non-UK higher education systems to supporting international mobility for students</p> <p>In-depth knowledge and experience of supporting student mobility</p> <p>Experience of working in a administrative or professional capacity outside of the UK</p> <p>Willing to commit to own development through effective use of the University's appraisal scheme and staff development process</p>
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	
Research, Teaching and Learning	
Planning and Managing resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups

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