

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Student Placement and Exchange Administrator	Salary: £28,839 - £35,205 per annum
Contract Length: Permanent	Hours/FTE: 35 hours / 1.0 FTE (Or Job Share 2 x 0.5 FTE)
Grade: 3	Location: King's Cross
Accountable to: Assistant Head of Academic Registry (AHAR) (or nominee)	College/Service: Academic Registry, College Resources and Administration

Purpose of Role:

To coordinate and advise on the day-to-day organisation and administrative support for students on placement, Erasmus and exchanges associated with all CSM courses.

Provide effective recording, escalation and co-ordination of a wide range of enquiries, including those within the University as well as from outside in relation to students taking placements (who hold a Tier 4 visa), Erasmus Study Abroad Programmes and exchanges.

Ensures the smooth running of students arriving and leaving the UK and that their results are provided by and to institutions as appropriate coordinate the setting up and renewal of CSM's exchange network.

Provide update reports to university committees and departments on placement and exchange activities.

Provide briefings to staff and students regarding both placements and exchange opportunities and processes (via responding to general enquiries and presenting to the groups when required).

Works with the Director of International Development to coordinate college student Erasmus activity.

Main Responsibilities

- Provides support in the administration of placements, Erasmus Study Abroad Programmes and exchanges.
- Provides effective recording, escalation and co-ordination of a wide range of enquiries, including those within the University as well as from outside in relation to students taking placements, Erasmus Study Abroad Programmes and exchanges.

Main duties

- Responds to queries on behalf of senior team managers including Programme Directors, Course Leaders and Head of Academic Registry.
- Ensures the smooth running of students arriving and leaving the UK
- Schedules appointments for new student arrivals to College to meet with course lecturers
- Ensures that general communication from Programme Administration Managers regarding the

course reaches students who are out of the college and where necessary acted on.

- Organises and minutes the meetings for the placement working group and local Erasmus/exchange/ study abroad meetings as directed by senior team.
- To ensure that the reception/student help desk are aware of student arrivals.
- Respond to initial queries from externals such as; partners, employers and potential visits from external academics.
- Responds orally and in writing to a range of general enquiries.
- Acts as a signpost for student and academic enquiries in relation to placements, Erasmus Study Abroad Programmes and exchanges.

Additional duties and responsibilities

- Acts as point of contact for senior academic and technical staff when they are off-site in relation to a student's placement or exchange.
- As a member of staff in Academic Registry you may be asked to assist in other areas of the department's work in order to maintain required levels of service during University wide Registry activities such as Graduation and Enrolment. This may require working temporarily at another site during these events.
- Performs such duties that are consistent with the role as may from time to time be assigned to anywhere within the University.
- Works very closely with colleagues in academic and student administration to ensure a seamless provision and customer service orientation of student and academic support.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- 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 in adherence to data protection policies 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.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)

Key Working Relationships:

- Managers and other staff, external partners and suppliers; with whom regular contact is required
- Programme Administration Managers
- Director of International Development
- Programme Directors
- Placement tutors
- Erasmus contacts
- Study Abroad Contacts
- Quality Team

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment):

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The application form sets out a number of competence questions related to some of the above selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

Person Specification	
Specialist Knowledge/ Qualifications	Educated to at least A-level, or equivalent work experience and has an understanding of Erasmus and/ or placement monitoring
Relevant Experience	Relevant experience within an academic environment, preferably at a higher education level
Communication Skills	Communicates effectively orally, in writing and/or using visual media
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

Last updated: November 2018