

JOB DESCRIPTION

Job Title: International Exchange Administrator

Accountable to: International Exchange Coordinator

Contract Length: 2 years

Hours per week/FTE: 35

Weeks per year: 52

Salary: £28,274 - £34,515 per annum

Grade: 3

College/Service: International Relations Unit

Location: High Holborn

Purpose of Role:

To provide administrative support and maintain records for the University's International Relations Unit, specifically in relation to the University's programme of Erasmus+ funded and non-Erasmus+ funded student and staff mobility.

To work closely with colleagues within the International Relations Unit and wider University network of mobility officers and to provide support for incoming and outgoing exchange students.

Duties and responsibilities

Provide administrative support to the International Exchange Coordinator and the Erasmus Finance Administrator with Erasmus+ funded and non-Erasmus+ funded student and staff mobility, including the following:

- Developing and maintaining a database of student and staff mobility activities and providing monthly reports on all activities to relevant groups
- Providing students and staff with up to date and relevant information on the exchange programme
- Processing student and staff applications for Erasmus+ funding, ensuring all necessary documents are submitted and requesting students/staff to submit any missing documents
- To be responsible for the drafting of Erasmus+ grant agreements for students and requesting students' signed agreements, ensuring compliance with the UK National Agency requirements at all times
- Chasing students and staff for outstanding documents upon completion of Erasmus+ mobility and maintaining up to date records of these
- Assisting with the organisation of Student Welcome Days and International Staff Weeks
- Maintenance of UAL Erasmus Facebook group and other relevant social media accounts
- Being a central point of contact for students, staff and international partners, providing support and offering information and advice. Responding to and forwarding college enquiries to relevant mobility officers
- Overseeing a student mobility mailbox and replying to student and staff queries by email and on the phone
- Filing and maintaining student and staff records, both digital and hard copy, in compliance with GDPR requirements
- Updating MobilityTool with accurate and up to date student and staff records
- Maintaining partner information on IRU Mobility Software and liaising with the software provider
- Liaising with UAL colleges, international partners and relevant agencies
- To ensure that all aspects of the Erasmus+ procedures are fully compliant with UAL Erasmus+ policy and the Erasmus+ Charter
- To keep up to date with current European legislation, policy documents and good practice, sharing this regularly with the wider team
- To be an active member of and administer Erasmus Steering Group and other relevant committees

Occasionally provide administrative support to the wider International Relations Unit, including the following:

- Supporting the International Partnership Development Manager with partnerships development processes, including but not limited to, preparation, review and checking of paperwork for UAL groups and committees.
- Maintenance of IRU international partners database including inputting and checking of information.
- Requesting information updates from Colleges about international activity.
- Desktop research on prospective partner institutions and the provision of briefing documents and reports.

Further

- 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 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

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

- International Exchange Coordinator, Erasmus Finance Administrator, International Partnerships Development Manager.

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): None

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The application form sets out a number of competence questions related to some of the following 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	<p>Educated to A-levels or equivalent</p> <p>Working understanding of Erasmus+ student and staff mobility programme</p> <p>Ability to understand the need for and maintain confidentiality at all times when dealing with students and their data in accordance with the Data Protection Act</p>
Relevant Experience	<p>Experience of administrative and clerical processes in an office environment</p> <p>Experience of administrative processes that involve high level of attention to detail</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media.</p>
Research, Teaching and Learning	<p>Effectively delivers basic training or briefings to support understanding or learning</p>
Planning and Managing Resources	<p>Plans, prioritises and organises work to achieve objectives on time</p> <p>Ability to prioritise a busy workload and cope with conflicting demands</p>
Teamwork	<p>Works collaboratively in a team or with different professional groups</p>
Student Experience or Customer Service	<p>Provides a positive and responsive student or customer service.</p>
Creativity, Innovation and Problem Solving	<p>Uses initiative or creativity to resolve day-to-day-problems</p>

Last updated: January 2018