

Item 01

JOB DESCRIPTION AND PERSON SPECIFICATION		
Job Title: Apprentice Office Administrator	Accountable to: Study Abroad Manager	
Contract Length: 2 years	Hours per week/FTE: 35 including 1 day per week in education	Weeks per year: 52
Salary: Year 1 £17,643	Grade: Apprentice	
College/Service: UAL Short Courses Ltd	Location: High Holborn	
Purpose of Role:		
<ol style="list-style-type: none">1. To provide day-to-day organisational and administrative support for the Study Abroad and Short Course Immigration Compliance office2. To work collaboratively with colleagues across Academic Enterprise, UAL Short Courses Ltd, and academic and administrative teams in each of the Colleges to ensure a seamless provision of support for potential, current, and past Study Abroad students.		
Duties and Responsibilities		
Office administration		
<ul style="list-style-type: none">• Manage information and organise records and storage• Act as a point of contact for office colleagues when they are off site• Undertake online stationery and other ordering and verify deliveries• Generate reports and organise the provision of resources• Provide support to Manager and colleagues as required		
Meeting support		
<ul style="list-style-type: none">• Provide administrative support to Study Abroad team meetings: agenda, minutes, organisation of room and refreshments, distribution of papers and assistance to the Chair as required		
Study Abroad administration		
<ul style="list-style-type: none">• Monitor email inboxes, identify new Study Abroad applications, and log these on the Filemaker student records system• Assist with the preparation of joining instructions for new students• Assist with the preparation and distribution of tutor packs• Assist with arranging Welcome events for new students, and awards events (occasional evenings may be required)• Assist with the enrolment of new students• Collate and input data for students' Records of Study and Achievement, and mail to institutions• Collect student feedback via SurveyMonkey, and circulate to colleagues• Maintain progress logs for Study Abroad legal agreements, and facilitate flow of documents• Update student record system as required		
Immigration compliance administration		
<ul style="list-style-type: none">• Issue visa letters to short course students• Provide lunchtime cover for the Immigration Compliance desk• Provide seasonal assistance with inputting visa data in the CourseManager student record system		
Finance		
<ul style="list-style-type: none">• Check finance system for student payments• Check mailing company invoices for payment		

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- Update student record system with financial information

Marketing administration

- Liaise with mailing house for brochure mailings to overseas institutions, and assist with internal and external mailings
- Collect information on cultural and other events for the weekly email round-up to students
- Assist with coordination of incoming partner visits
- Record outgoing partner visits and meetings on system
- Update mailing lists

Other

- Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- Undertake health and safety duties and responsibilities appropriate to the role
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- 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
- 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
- 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.
- Colleagues in the Study Abroad office, UAL Short Courses (UALSC) units, UALSC Central Finance and International Centre
- Prospective, current and past students
- UAL course tutors

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment):

Signed _____ Date of last review _____
(Recruiting Manager)