

### **International Mobility Coordinator (Study Abroad)**

<b>Job Reference:</b>	
<b>Department:</b>	Student Experience Directorate
<b>Grade/ Salary:</b>	Grade 5
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	Full time
<b>Location:</b>	New Cross, London

Closing date for applications: **21/09/2017**

Interviews: provisionally **29/09/2017**

### **Goldsmiths**

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Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

**Thank you for your interest**

*Committed to equality and diversity*

**Student Experience Directorate**  
**International Mobility Coordinator (Study Abroad)**

**Goldsmiths**

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Goldsmiths, University of London, is proud of its reputation for innovative and challenging thinking across its wide range of disciplines. One of its major strengths is its interdisciplinary ethos - the way in which departments, centres and units interrelate to offer new perspectives and insights.

Goldsmiths aims to be a true 'Learning Organisation'. Staff are encouraged to be ambitious, committed to the learning and development of themselves and others, keen to work across conventional boundaries, and driven by the desire to play their part in the delivery of an excellent student and staff experience.

The Professional Services play a key role in delivering Goldsmiths' Strategic Plan, which rests upon four pillars – knowledge production, student experience, London and the World, and financial sustainability. Professional Services support knowledge production through a framework of professional support to the academic departments, enhancing the staff experience and supporting the research endeavours that have impact all over the world; enhance the student experience through co-curriculum activities and direct services that offer (for example) pastoral, wellbeing and financial support; help ensure that the Goldsmiths' community is well placed to serve and contribute locally in London and across the world, through a communication strategy supported by professionals who can relay the Goldsmiths mission to prospective and current students, our alumni, and to prospective staff; and, through all of these activities, combined with a focus on highly effective ways of working, contribute to Goldsmiths' long-term financial sustainability.

Goldsmiths' Professional Services work collaboratively with each other and with academic colleagues and the Students' Union to deliver effective systems, processes and staff development opportunities to serve the College to the highest professional standards and ensure it has the support structures and systems in place to thrive.

## The Directorate

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The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student Experience Directorate (SED) is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience.

The Directorate is made up of five areas:

1. Student Recruitment (*the department that this role sits within*)
2. Student Administration
3. Student Support Services
4. Library Services
5. Careers & Employability

Working collaboratively the directorate aims to attract the best talent possible to Goldsmiths, to steward them through from enquiry to application and enrolment, and the subsequently into their student experience and to support them to be successful students and graduates. The team coordinates a full suite of co-curricular activities in order to develop and support our students and works in partnership with our academic departments.

## The team

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Goldsmiths has set ambitious targets to grow international student recruitment and the internationalisation of the student experience in its Strategic Plan. The mobility of staff and students is key to this internationalisation objective. Goldsmiths International Recruitment and Mobility Team is located within the Student Recruitment function, comprising an International Recruitment Team and an International Mobility Team.

The International Mobility team is responsible for offering incoming and outgoing student mobility opportunities, and managing staff mobilities. This team is key to realising Goldsmiths staff and student outward mobility targets, and enrolment targets for the Study Abroad programme.

## **The Role**

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The International Mobility Coordinator (Study Abroad) is responsible for the programme co-ordination of, and recruitment support for, incoming international students joining the Goldsmiths Study Abroad programme and other short study and exchange programmes.

This role entails responsibility for recruitment and admissions (including liaison with academic departments on student module selections; registration of students and maintaining their records on the University Records and Finance Systems and issuing transcripts), providing arrivals and accommodation logistical support, and contributing to induction and welcome/orientation activities. The post-holder will also use feedback to support continuous improvement of programmes and systems and process enhancement. The post-holder will also play a key role in managing relationships with academic liaison officers within the University and the network of Study Abroad providers and partner institutions, being the first point of call for enquiries and assisting with visits from these partners.

In addition, this post directly supports the International Mobility Team Manager with marketing and recruitment activities e.g. attending recruitment events, reporting management information, support with marketing communications including drafting and proofing content for digital and print publications, CRM and email communications, enquiry management and relationship management with overseas institutional partners and agents.

You will have experience of working within a team, and some previous administrative work experience. You will be able to demonstrate a very high level of organisational

skills, good IT skills and be prepared to work flexibly and on cross-team projects and initiatives where required.

Strong cultural awareness and excellent communication skills are essential, as is a commitment to team working. You will be committed to excellent customer service and to the delivery of a high quality student experience.

Knowledge of higher education, working or study overseas and marketing communications is desirable.

**Geographical remit:** This role is responsible for coordinating international recruitment and admission activities within Goldsmiths. As such this role will be primarily UK office based, but there may, from time to time, be the opportunity for overseas travel.

The team comprises an International Mobility Manager, the International Mobility Officer and the International Mobility Assistant.

## **Generic Duties**

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- To promote the activity of the International Recruitment team by working across SRE, professional service departments, academic departments, the Student's Union and external stakeholders;
- To identify opportunities to improve the perception of Goldsmiths and to support the community engagement activities in the University;
- To support the wider Student Recruitment & Engagement team in the delivery of events;
- Contribute to the ongoing planning and implementation of excellent services for the enhancement of the student experience at Goldsmiths;
- Be committed to personal professional development, to ensure highest quality of service to students;
- Contribute to excellent communication between the International Recruitment team and other SRE teams;
- Contribute to team work to ensure business continuity within the team following the failure of, or damage to, vital services or facilities;
- To support and contribute to the delivery of SRE frontline services – including advice and guidance through Student Advice and Information Desk as required

and attendance at events including Open Days, Ceremonies, Corporate Events.

- At all times to carry out your responsibilities with due regard to the College Code on Equality and Diversity and Code to Combat Bullying and Harassment/Dignity at Work Policy
- At all times to help maintain a safe working environment by attending training as necessary and following the College's Health and Safety Codes of Practice and Policy.

### **Specific Duties**

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- To support the recruitment of international students to Study Abroad and non-degree provision at Goldsmiths providing administrative support for the recruitment, admission and registration of students. This will involve working closely with staff members in academic departments to make offers of admission, and the registering and progressing of applications on an electronic student record system;
- To maintain an electronic database of visiting student records and maintain archived hard copy records, student files and transcripts;
- To work closely with Immigration Advisory Service on visa and arrival information related to incoming students;
- To act as the main point of contact for students and study abroad providers by email, telephone and face to face drop-in, regarding pre and post-application enquiries, providing a friendly, responsive, prompt and professional 'customer' service;
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- To work to ensure the welfare of incoming students, working with the International Mobility team and Student Services to manage risk relating to placements, deliver pre-departure support, oversee the design and delivery of

induction in September and January, and offer other pastoral support activity signposting to specialist support services where appropriate;

- To support the delivery of marketing and promotion communication schedules with a range of external stakeholders (agents, current and prospective partner institutions, sponsors, prospective students at enquiry, application and offer-holder stages) including creative input to marketing messages, implementing specific communication schedules via HTML newsletters, CRM and social media.
- To work with colleagues across the institution to enable the development of our systems including the Customer Relationship Management system (CRM), Student Record System (SRS) and other online systems designed to communicate with study abroad students, partners and providers;
- To provide reports on study abroad application and enrolment data and fee income reports as required by Head of International Recruitment and other key stakeholders;
- To build and maintain strong relationships across departments within the University and with the University's exchange partner institutions and other sector agencies including UUKi as appropriate;
- There may on occasion be opportunities to travel nationally or internationally to attend recruitment events or visit partner universities;
- To support where required with additional international mobility opportunities across the team. This will include supporting the coordination of incoming students coming through the Erasmus Plus programme helping to integrate the processes relating to inbound short study students;
- To undertake ad hoc international project work as required by the Head of International Recruitment and Mobility or the International Mobility Team Manager;

- As detailed in the role description, you will in future be responsible for incoming Erasmus students, in addition to Study Abroad students and for integrating the processes relating to inbound short study students;
- In addition you will be required to undertake any other duties as may reasonably be required;

### **Additional Information**

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- This post would be an ideal development opportunity to gain develop experience in the field of international student recruitment and admissions;
- Short listed applicants will be interviewed and asked to make a presentation. Further information will be provided to those candidates invited to interview

### **Person Specification**

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The qualifications, skills, abilities, and experience outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which the decision on who to shortlist will be made. **Please ensure that in your application you show how you meet all of the criteria – both essential and desirable - outlined below.**

The Essential column shows the minimum essential requirements for the post. The Desirable column shows additional attributes which would enable the applicant to perform the role more effectively with little or no training. They are not essential, but may be used to distinguish between applicants.

The Category column indicates the method of assessment:

**A = Application form**      **C = Certificate**

**P = Presentation**      **I = Interview**

**R = Reference**

	<b>Category</b>
<b>Essential Criteria 1 - Qualifications</b>	
A bachelor degree or commensurate insight into the student experience of Higher Education and knowledge of the sector	A, C, I
<b>Essential Criteria 2 - Experience</b>	
Experience of working with students/staff within a Higher Education environment	A, I, R
Experience of office administration and using data for reporting purposes	A, I, R
Experience of working collaboratively within a team	A, I, R
A proven ability to build strong relationships with internal and external colleagues and partners	A, I, R
<b>Desirable Criteria 2 - Experience</b>	
Experience of working within a marketing, recruitment or customer service function	A, I, R
Experience of studying or working abroad and an understanding of the needs of students overseas	A, I, R
<b>Essential Criteria 3 – Knowledge</b>	
Knowledge of the UK Higher Education system	A, I, R
<b>Desirable Criteria 3 - Knowledge</b>	
Knowledge of international Higher Education systems	A, I, R
<b>Essential Criteria 4 - Skills</b>	
Excellent customer service skills and the ability to build and develop strong relationships with partner universities	A, I, R
Excellent communicator – including written, networking and presentation skills. Confident public speaker and an ability to engage with a variety of audiences at all levels and especially with people from other cultures and languages.	A, I, P, R
Ability to work collaboratively with people across different parts of a large organisation	A, I, R
Ability to take on and complete projects to deadline in addition to managing the day to day workload	A, I, R

IT literate, particularly databases, word processing, spreadsheets and mail merge; Proficiency in Microsoft Word, Excel, Outlook and social media	A, I, R
Ability to work on own initiative	A, I, R
Excellent problem solving and initiative - will identify ways to improve processes and systems and will lead the work of others to achieve this	A, I, R
Excellent administrative and organisational skills	A, I, R
Ability to maintain confidentiality in relation to student data	A, I, R
Excellent customer service skills and the ability to build and develop strong relationships with partner universities	A, I, R
<b>Desirable Criteria 4 - Skills</b>	
Use of Higher Education student record system	A, I, R
Competence in spoken and written foreign languages	A, R
<b>Essential Criteria 5 – Additional attributes</b>	
Self-motivated and able to work independently	A, I, R
Sensitivity to, and respect for, other cultures and value systems and a commitment to equality and diversity principles	A, I, R
A commitment to the delivery of a high quality service to students	A, I, R
A flexible approach to work and ability to work in a team	A, I, R
Takes ownership of problems and seeks to resolve them	A, I, R
Willingness to travel nationally and internationally where required and to work at key times outside core hours	A, R

**Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.**

For more information about the role, please contact Eduardo Lees, International Mobility Manager  
e-mail: [e.lees@gold.ac.uk](mailto:e.lees@gold.ac.uk)

## Summary of Terms and Conditions

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### Salary and hours of work

Salary will be on **Grade 5: £28,601.07 - £32,671.86 per annum** all inclusive of London Weighting Allowance, depending on qualifications and experience.

The normal hours of work will be between 9 am to 5 pm, Monday to Friday. Your actual hours of work will be decided in consultation with your line manager.

Members of staff in Grade 6 and above are required to work the hours necessary to fulfil their roles and are not eligible for overtime payments.

### Superannuation

The person appointed will automatically be admitted to the London Pension Fund Authority (LPFA) scheme which is a defined benefits (final salary) scheme. Members opt out of the State Earnings Related Pension scheme (SERPS). Employee contributions are between 5.5% and 7.5% depending on earnings and these rates are reviewed each year. The employer's contribution is 16%. [www.lpfa.org.uk](http://www.lpfa.org.uk)

### Retirement

The College's retirement date is 31 August at the end of the session in which you reach the age of 65. You have a statutory right to make a request to continue working past your 65<sup>th</sup> birthday.

### Maternity and Adoption Leave

To qualify for Goldsmiths Adoption and Maternity Pay Scheme, you must have been continuously employed by the College for a period of one year subject to the eligibility criteria set out in those policies. [www.goldsmiths.ac.uk/hr/policies](http://www.goldsmiths.ac.uk/hr/policies)

### Notice

The appointment is terminable on either side by 1 week within the first 6 months. Then by 1 month after the first 6 months, and 3 months for those in post for more than 4 years.

**Probation**

Staff are subject to a 1 year probationary period.

**Annual Leave**

The annual leave entitlement is 22 days (plus 5 additional days after 5 years' service) in addition to all public and Bank Holidays, all pro-rata for part-time work.

**College Closures**

In addition to the leave entitlement stated above, the College closes on specified days. These are currently 4 working days at Christmas and 2 working days at Easter.

**Sickness**

Goldsmiths operates an Occupational Sick Pay scheme; further details are available from the HR Department.

**Trade Union Membership**

Every member of staff has a right to belong to a Trade Union or other organisation of workers, to take part in its activities and to seek and hold office in accordance with the agreements made between that Trade Union and the College.

## Summary of Benefits

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### Travelling expenses

An interest free loan is available for annual season tickets, repayable by monthly deductions from your salary.

### College facilities

The College has a refectory, a busy café (Loafers), and a sandwich shop (Taste), as well as a branch of NatWest bank. The Students' Union runs a convenience store (products include drinks, snacks, newspapers and cards), and the Union building houses a common room/café and a large bar. The Club Pulse fitness facility is located on-campus and offers subsidized membership for staff. Facilities include a fitness suite including 90 exercise stations, and a dance studio with an extensive programme of classes. In the summer, the College Green is a popular meeting place and informal recreational space. Staff are entitled to access the services in the Rutherford Building, including the library, computing facilities, and Languages Resource Centre.

Further information is available at [www.goldsmiths.ac.uk](http://www.goldsmiths.ac.uk).

### University of London facilities

As Goldsmiths is part of the University of London, members of staff can also enjoy the benefits of access to certain other University of London facilities, including the Library at Senate House.

### Further information

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For more information about Goldsmiths, please visit: [www.gold.ac.uk/about](http://www.gold.ac.uk/about).

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk), or visit [www.gold.ac.uk/hr](http://www.gold.ac.uk/hr).

***Thank you for your interest in working with us, we wish you all the best with your application.***