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| **Job Description & Person Specification** |
| **Post title:** International Administration & Enquiries Associate | **Post No:**  |
| **School or Department:** International Development Office | **Date created:** **September 2024** |
| **Grade:** E | **Hours per week:** **37** |
| **Fixed term end date** (if applicable: N/A |
| **Other requirements of the role: N/A** |
| **Immediate line manager:** **Laura Coates** |
| **Title & Grade of posts line managed by postholder: N/A** |

**Job purpose:** To provide a range of administrative support to the International Development Office (IDO)in a highly professional and customer focused manner contributing to the achievement of the University’s international student recruitment targets.

**Principal duties and responsibilities:** The role will encompass all the following, but the balance of duties and responsibilities will be determined in discussion with the post holder’s line manager:

**Principal Duties**

1. Undertake and manage a range of activities to support the delivery of international services, projects and operations
2. Provide support for student and agent enquiries in a highly efficient, professional and customer-centric manner. Keeping up to date with all current UKVI & NTU Admission processes for International Applicants.
3. Support the delivery of international scholarship scheme by collating data on applications, checking applicant eligibility and maintaining accurate acceptance data for all awards.
4. Working alongside the experienced international team, deliver responses to e-mail and telephone enquiries. Student enquiries through social media channels and occasional face to face student interaction.
5. Maintaining accurate records using the university’s CRM system updating relevant data from key stakeholders including Overseas Agents & School councillors.
6. Working with the wider IDO Team provide support for various student engagement activities and annual Admission events including but not limited to Clearing, Scholarships Award events and Agent Conferences.
7. Undertake any other duties designated by the International Administration and Enquiries Officer.

**N.B.**

The postholder may be required to work occasional out of hours and weekends.

The post holder must be well organised with the ability to work to tight deadlines.

The post holder should also be comfortable with the deployment of new technologies in support of the administrative process.

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**All staff are expected to comply with the University’s Health and Safety and Equal Opportunities policies in the performance of their duties.**

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| **Personal Attributes** |
| **Attributes**  | **Essential** | **Desirable**  |
| **Knowledge** | Good working knowledge of Microsoft OfficeExperience of database or spreadsheet maintenance Comprehensive knowledge and experience of email and the internet for communication | Knowledge of administrative processes within an educational contextAn understanding of international recruitment issuesAn understanding of international student recruitment issues including the range of stakeholders involved and their different service level requirements and an awareness of different regional or country issues.  |
| **Skills** | Excellent written and oral communication skillsThe ability to communicate with all levels of people both internally and external to the UniversityExcellent organisational skills The ability to prioritise workloads to ensure deadlines are metThe ability to work effectively as a team member, co-operating enthusiastically with others to deliver on agreed objectivesProven ability to work using own initiative to complete tasks setProven ability to work with attention to detail and to manage data and information without errorThe ability to multitask and complete tasks promptly and accuratelyThe ability to provide a customer-focused service to a wide range of customersCapable of developing high-quality relationships with students and other stakeholdersProven ability to handle confidential information and provide feedback to enquirers. | The ability to empathise with international students and other stakeholdersThe ability to adopt Plain English principles and incorporate student experience examples into your communication to potential applicants. The ability to provide clear advice to non-native English speakers on complex enquiries, both in writing and verbally.  |
| **Experience** | One year experience in an administrative environment working in a busy office Experience of working in a customer-focused environmentExperience of operating to strict deadlinesExperience in dealing with data to provide management information. | Experience of working in Higher Education Administration |
| **Qualifications** | Educated to Degree Level or equivalent. |  |

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| **Competencies** |
| **Essential Competencies** | **Desirable Competencies** |
| **Team Working (Level 2)**Works effectively as a member of a team. Takes responsibility for getting things done as part of a team.**Customer Focus (Level 2)**Works to identify customer needs. Seeks feedback and develops service delivery accordingly. Influences and develops ideas to enhance customer satisfaction.**Organisation and Delivery (Level 2)**Plans time taking account of organisational priorities and other colleagues’ work roles to achieve results.**Communicating and Influencing (Level 2)**Communicates information effectively to a wide range of diverse stakeholders, influencing events. |  |

**[N.B** All competencies should be drawn from the NTU Competency Frameworkwhich can be found here]

**Job Description and Person Specification created by (post title): International Administration & Enquiries Officer**