**JOB DESCRIPTION**

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| **Job Title:** | **Global Mobility Assistant** | **Grade:** | **SP2** |
| **Department:** | **International Office** | **Date of Job Evaluation:** | **September 2023** |
| **Role reports to:** | Global Mobility Manager | SOC Code |  |
| **Direct Reports** | **Global Mobility Officer** | | |
| This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job. | | | |

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| **PURPOSE OF ROLE:**  The international office is recruiting a Global Mobility Assistant to support its Global Mobility provision. The role holder will help to ensure a positive experience for all students and staff taking part in global mobility opportunities at the university.  Specific projects for the post-holders include, but are not limited to:   * Providing administrative support for exchange and study abroad programmes at the university, including summer schools. * Promoting global mobility opportunities to students and staff at the university. |

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| **KEY ACCOUNTABILITIES:**  The role will play a crucial part in the administrative function of the International Office, which has responsibility for operational delivery and evaluation across different areas of the International Office.  **Team Specific:**   * Provide Administration support to the Global Mobility Team. This will include but is not limited to:   + Financial processing, financial reporting and monitoring relating to the team budgets.   + Event support.   + Support the Summer School programmes in Greenwich and abroad.   + Planning and operational support for virtual and physical events including data capture and processing support.   + Management of data and electronic records shared within the department. * Support the welcome of incoming exchange and study abroad students, which involves induction events and activities. * Provide ongoing support to incoming and outgoing students and staff. * Collaborating with team managers proactively to ensure that the budgets are efficiently administered and monitored to enable monthly forecasting. This includes understanding university guidelines, processes and systems while developing strong working relationships with Finance teams. * Support the International Administration Manager in processing of Student Refunds. * Responding to requests such as making administrative arrangements including, but not limited to digital equipment requirements, booking meetings, parking, travel and trip planning, and collating meeting papers.   **Generic:**   * Maintaining good relationships with staff, students & visitors. * Maintaining safe working practices with due regard for self and others.   **Managing Self:**   * To work in a flexible manner. * Ability to work in and contribute to the team. * Ability to work on own initiative without constant supervision. * Ability to work accurately under pressure.   **Core Requirements:**   * Adhere to and promote the University’s policies on Equality, Diversity and Inclusion and Information Security. * Ensure compliance with Health & Safety and Data Protection Legislation. * Support and promote the university’s Sustainability policies, including the Carbon Management Plan, and perform duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible. * Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.   **Additional Requirements:**  Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.  This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will show flexibility in working arrangements, including working hours, to ensure that International Office delivers the required level of service. |
| **KEY PERFORMANCE INDICATORS:**   * Delivery of work to the required standard as set out in the job description. |
| **KEY RELATIONSHIPS (Internal & External):**   * External Clients * Staff members * Students |

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| **PERSON SPECIFICATION** | |
| **Essential**  **Skills**   * Intermediate working knowledge of Microsoft Office. * Good IT skills * Effective communication and people skills * Strong prioritisation and organisation skills. * High degree of accuracy and close attention to detail. * Flexible approach to changing circumstances and priorities. * A positive approach to problem solving. * Ability to identify and meet deadlines. * Managing own workload and keeping colleagues updated on progress.   **Qualifications**   * Currently enrolled on a University of Greenwich programme   **Personal attributes**   * We are looking for people who can help us deliver the [values](https://docs.gre.ac.uk/rep/communications-and-recruitment/this-is-our-time-university-of-greenwich-strategy-2030) of the University of Greenwich: Inclusive, Collaborative and Impactful | **Desirable**  **Experience**   * Experience of working in an international context within the HE sectors. |