

JOB DESCRIPTION

Job Title: Global Mobility Assistant.

Grade: SG4

Department: Strategic Partnership

Responsible to: Anna Cantelmi

Responsible for: Global Mobility Team administration

Key Contacts: Global Mobility Manager & Senior Global Mobility Officer

Non-Contractual Nature of Role Profile: 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.

PURPOSE OF ROLE:

An exciting opportunity has arisen to join the International Office at the University of Greenwich. In this role, you will provide administrative, organisational, and logistical support for both incoming and outgoing study abroad students across various programmes and exchange agreements. You will also assist in the planning and delivery of on-campus summer schools for visiting international students. Additionally, the postholder will contribute to the promotion and social media presence of the Global Mobility Team.

KEY ACCOUNTABILITIES

Team Specific:

- Provide comprehensive administrative support to the Global Mobility Team, including:
 - Facilitating all processes related to incoming and outgoing study abroad programmes
 - Communicating with students, partner institutions, academic faculties, and teams across the University of Greenwich
 - Supporting the organisation of events
 - Assist with the Global Mobility Team's social media platforms, including content planning, creation, and engagement tracking
 - Contributing to the planning and delivery of Summer School programmes in Greenwich and abroad
 - Assisting with the administration of the Turing Scheme departmental data and shared electronic records

- Review and process student nominations from partner institutions; collate, verify, and approve applications, and ensure incoming student documentation complies with exchange agreements
- Support induction and orientation activities for incoming exchange and study abroad students
- Assist in the development of student mobility initiatives, promoting international opportunities for both incoming and outgoing students
- Provide ongoing guidance and administrative support to all mobility students throughout their engagement
- Liaise with faculty mobility coordinators to approve course selections and work with the Student Records team to ensure accurate course registration
- Collaborate with the Open Days team to promote global mobility opportunities to prospective students and assist with other related events
- Enhance awareness of study abroad opportunities by supporting promotional efforts across campus and through social media
- Assist in the coordination and logistical planning of the Global Greenwich Summer Programme
- Support the shortlisting and administration processes for Global Summer Programmes
- Respond to administrative requests, including arranging digital equipment, schedule meetings, booking rooms, organising travel and trip logistics, and preparing meeting materials
- Demonstrate initiative by proactively contributing new ideas and creative approaches to enhance team activities and engagement.

Generic:

- Maintaining good relationships with staff, students and partners
- Maintaining safe working practices with due regard for self and others.

Managing Self:

- To work in a flexible manner, ensuring event outcomes are met.
- Ability to work in and contribute to the team.
- Ability to work on own initiative without constant supervision.
- Ability to work accurately under pressure.
- To contribute to the motivation of the team.
- Actively seek ways and methods to improve and enhance the customer experience.
- Be willing to maintain continuous professional development (CPD).

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 carry out 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.
- Exhibit strong attention to detail and effective troubleshooting skills to ensure accuracy and resolve issues efficiently.

Additional Requirements:

- Any other duties appropriate to the post and grade.
- Adaptable and willing to work at any University Campus or Partner Institution

KEY PERFORMANCE INDICATORS:

- Delivery of work to the required standard as set out by the supervisor.
- Level of customer satisfaction, measured by customer feedback, compliments and complaints.

KEY RELATIONSHIPS (Internal & External):

- Students.
- Senior stakeholders
- External clients

PERSON SPECIFICATION**EXPERIENCE:****Essential Criteria:**

- Experience in a fast – paced and diverse administration role.
- Experience of handling large quantities of documentation.
- Experience in liaising with different audiences across departments
- Use of social media in a work context.
- Experience in working in a diverse and dynamic Team.

Desirable Criteria:

- Experience of working in an international context within the HE sectors.
- Experience supporting student mobility programmes (e.g. Erasmus+, Turing Scheme, or similar)
- Experience in organising events.
- Involvement in promotional activities or student outreach
- Personal experience of work or study overseas.

SKILLS:**Essential Criteria:**

- Strong written and verbal communication skills
- Excellent organisational and multitasking abilities
- Good IT skills
- Competence with social media platforms for professional use and promotion
- 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.

Desirable Criteria:

- Awareness of data protection issues as the job involves dealing with confidential information.
- Ability to edit and update webpages
- Intercultural communication and knowledge on GDPR
- Ability to adapt in a fast-paced, changing environment
- Language skills other than English

QUALIFICATIONS:**Essential Criteria:**

- Undergraduate degree from a recognised higher education institution.

Desirable Criteria:

- Foreign language skills may be an advantage

PERSONAL ATTRIBUTES:

Essential Criteria:

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria:

- N/A