

## JOB DESCRIPTION

<b>Job Title:</b>	Global Mobility Coordinator	<b>Grade:</b>	SG6
<b>Department:</b>	International Office	<b>Date of Job Evaluation:</b>	June 2019
<b>Role reports to:</b>	Deputy Head of International (Operations & Partnerships)		
<b>Direct Reports</b>	N/A		
<b>Indirect Reports:</b>	Head of International Office		
<b>Other Key contacts:</b>	International Compliance and Contracts Manager, International Office staff, Faculty Mobility Coordinators, partner institutions		
<p>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.</p>			

### **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 student and staff mobility including the Erasmus+ programme and summer schools. The post holder will develop streamlined systems that simplify Erasmus and study abroad processes for incoming and outgoing students and staff mobility and increase participation in mobility programmes. The coordinator will be the first point of contact for student / staff queries about Erasmus and mobility opportunities.

### **KEY ACCOUNTABILITIES:**

The University's Internationalisation Strategy 2019-2024 ('Global Greenwich') puts a particular emphasis on the strategic development of global mobility within the wider context of internationalising the university for the benefit of all students and staff. As such, the International Office, and this role in particular, will make a strong contribution to this aim as we significantly expand international opportunities for staff and students to undertake study or work options overseas.

#### **Team Specific:**

##### **Strategy**

- Support the International Office in implementing the internationalisation strategy to increase outward mobility and its opportunities to staff and students across the university, including work and study opportunities in Europe and around the globe
- Ensure a high standard in delivering a positive student experience for all incoming and outgoing exchange and study abroad students and staff and ensure standardisation across Faculties
- Assist in policy and process development at Greenwich, in conjunction with other staff in the International Office, as well as staff across other professional services and Faculties

**Administration**

- Continuously review and improve procedures to manage incoming and outgoing staff and student mobility processes
- Collate and check all student and staff application and reporting documents required for participation in Erasmus+
- Review and process outgoing student and staff grant requests against approved Erasmus+ budgets
- Manage the payment of Erasmus+ grants for outbound staff and students, in conjunction with the International Compliance and Contracts Officer
- Support global mobility as it develops at the University in relation to outbound students and staff to non-EU destinations

**Internal Communication**

- Liaise closely with Faculty mobility coordinators to ensure a consistent approach to the promotion of international mobility opportunities
- Communicate information on Erasmus+ and all global mobility options, including the production of annual handbooks for incoming and outgoing students and staff, webpages, workshops and a programme of events for outgoing students and staff
- Utilise social media for promotion of global opportunities for students and staff and raise awareness of Erasmus+ opportunities across the university

**Language Support**

- Promote language support options available to students interested in outgoing mobility e.g., promote courses available at the University of Greenwich and as available through third parties
- Create a new 'buddy system' for language learning that utilises incoming students and their language skills, so that outbound University of Greenwich students have the opportunity to undertake language exchanges from their first year

**Promotion and Events Coordination**

- Organise a calendar of annual events for the promotion of Erasmus and global mobility opportunities for Greenwich staff and students across all 3 campuses
- Organise pre-departure events for students and staff before mobility periods
- Support the Open Days team in promoting global opportunities to students interested in applying to Greenwich at Open Day events
- Organise returner events to showcase student achievements and assist the re-integration of outgoing exchange/ study abroad students
- Organise calendar of events for incoming students from partner institutions in conjunction with Faculty staff including Week 1 orientation activities

**Scholarships**

- Provide administrative support for outbound student scholarships (as they become available)
- Promote scholarships and funding schemes so that a diverse range of Greenwich students can access global mobility opportunities

**Generic:****Global Mobility Support**

- Assist colleagues in other parts of the International Office as needed at key times of year and to

provide cover during annual leave

- Create and maintain a mobility operational handbook so that staff covering your workload during periods of annual leave or time out of the office can provide cover as appropriate

**Managing Self:**

- Ability to plan and prioritise own workload is essential

**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

**Additional Requirements:**

- Ability to deal with complex requirements across a multi-campus organisation
- Ability to work across campuses as required
- Ability to travel overseas to recruitment events
- Undertake any other duties as requested by the Director or their line 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 be expected to show flexibility in working arrangements, including working hours, to ensure that the Communications and Recruitment Directorate delivers the required level of service

**KEY PERFORMANCE INDICATORS:**

- Increase in numbers of Greenwich staff and students undertaking outward global mobility opportunities
- Successful collation of all Erasmus+ documentation
- Payments of correct student and staff grants by deadlines
- Production of annual handbooks and up-to-date webpages for incoming and outgoing staff and students
- Organisation of Week 1 activities for incoming exchange/ study abroad students
- Production of minutes for relevant meetings
- Provide an efficient role as Secretary of the European Strategy Management Group, or other subsequent committee(s) as may be developed

**KEY RELATIONSHIPS (Internal & External):**

Internal: Deputy Head of International (Operations and Partnerships), International Compliance and Contracts Manager, Head of International Office, Faculty Mobility Coordinators, Faculty Staff and Link Co-ordinators, Finance Division, Student Finance.

External: Erasmus and Study Abroad partner institutions, the British Council and the European Commission.

<b>PERSON SPECIFICATION</b>	
<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Erasmus or international programme administration role in a university setting</li> <li>• Experience of handling large quantities of documentation</li> <li>• Organising promotional events</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to communicate clearly and effectively, both orally and in writing, with a range of audiences</li> <li>• Excellent attention to detail and organisational skills</li> <li>• Ability to manage a varied workload and time management skills</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• A good honours degree from a recognised higher education institution, or equivalent experience.</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• We are looking for people who can help us deliver the <a href="#">values</a> of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of report writing and production of handbooks</li> <li>• Use of social media in work context</li> <li>• Personal experience of work or study overseas</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Awareness of data protection issues as the job involves dealing with confidential information;</li> <li>• Ability to edit and update webpages;</li> <li>• Ability to create new processes to streamline systems.</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Foreign language skills may be an advantage</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>