

JOB DESCRIPTION

Job Title:	International Admissions Coordinator	Grade:	SG5
Department:	Communications and Recruitment (International Office)	Date of Job Evaluation:	November 2020
Role reports to:	Senior Administrator (International)		
Direct Reports	None		
Indirect Reports:	None		
Other Key contacts:			
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: To provide an effective and efficient admissions service for the University in the recruitment of international students, ensuring ongoing communication with applicants and prospects to maximise conversion to enrolments

KEY ACCOUNTABILITIES:

Team Specific:

- Work effectively as a member of the International Office to provide support to key activities as directed by the senior management team
- Establish and maintain good working relationships in contributing to the delivery of an efficient support service.
- Support recruitment agents and TNE and local partnerships with information requests in a swift and efficient manner.

Generic:

- Complete accurate, and comprehensive international application assessment from a wide range of markets in line with selection criteria.
- Contribute to the assessment of international applications to a wide range of courses from University of Greenwich's International College.
- Demonstrate excellent customer service; providing advice and guidance to support applicants through the admissions process.
- To answer email and Live Chat enquiries, using University systems to investigate missing information
- Provide comprehensive secretarial and administrative support to key Departmental activities ensuring that recruitment and partnership requirements of the Department are met.
- Work collaboratively to devise and implement administrative systems

ensuring that effective records, archiving and filing systems and processes are maintained.

- To contribute to the maintenance of external relationships, such as those with agents, and applicants.
- Undertake small-scale projects as directed by the Senior Administrator, or other senior colleagues, researching and collating the information required.
- Liaise with internal and external stakeholders as required within the remit of the role.
- Work flexibly, providing cover and collaborative support to other colleagues in the International Office to meet variations in demand.
- To be willing to embrace the shared values and required behaviors of the Communications and Recruitment Directorate staff (Ambition, Determination, Creativity, Excellence, Inclusivity)
- To act as a liaison between applicants and academics to ensure timely processing of applications.
- To attend university Open Days and other promotional events to promote the University, on occasion, away from the office and during antisocial hours
- To be able to manage workload independently, following the completion of practical training and induction of standard operating procedures
- On occasion share knowledge with others such as guiding student staff or training new colleagues in aspects of this role

Managing Self:

- Always maintain a professional approach through the application of effective relevant skills
- To manage workload independently, following the completion of practical training and induction of standard operating procedures
- Plan, prioritise and organise workload, within limits agreed with the line manager, to deliver when working under pressure, and to relevant deadlines.
- Working with other staff effectively to help maximise their performance by working as one team
- Use judgement and display initiative to resolve problems that are not routine.

Core Requirements:

- Commitment to key strategic priorities of the Directorate and the University
- Willingness and ability to travel to workplace locations within the UK, and potentially internationally.
- Willingness to engage with the wider Directorate; taking opportunities to join working groups and participating in Directorate development activities such as Lunch and Learn sessions
- Willingness to deliver against any reasonable work-related request
- 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:

Undertake any other duties as requested by the Head of International 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 International Office delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Effective administrative support to the International Office.
- Enquiries and applications responded to in an accurate manner
- Timely production and delivery of work; responding to emails and applications within the timeframes set in the Service Level Agreement.
- Contribution to the team ethos and effectiveness.

(KPI's to be measured against the current SLA, feedback from colleagues, students, and key stakeholders both internally and externally)

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

- International Office Staff – working closely with International Recruitment Officers, Regional Consultants and Senior Administrator
- Directorate colleagues, including other administrative and support staff, academics and researchers.
- Staff in Faculties and Professional Services across the University, particularly, but not limited to Student and Academic Services.

External

- Applicants
- Parents
- International Representatives (agents)
- Colleagues from University of Greenwich's International College.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Evidence of administrative experience within an office environment • Experience of international admissions processes in HE • Working under pressure 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of using online central systems and packages, particularly relating to the application processing systems, and student management systems, such as VAS, and Banner. • Experience of customer/student-facing frontline service
<p>Skills</p> <ul style="list-style-type: none"> • Strong working knowledge of Microsoft Office. • Ability to organise own work and prioritise workload with minimal supervision. • High degree of accuracy and commitment to close attention to detail. • Excellent Communication Skills – both written and verbal • Commitment to continuing professional development and desire to develop in the role. • Ability to identify and meet deadlines. • Ability to work well in a team. • Adaptable to different types of work and workloads, by using own initiative and having a positive approach to problem solving. • Calm under pressure. • Tactful, diplomatic, and discreet. Ability to maintain confidentiality in line with GDPR 	<p>Skills</p> <ul style="list-style-type: none"> • Knowledge of Student Route visas and compliance
<p>Qualifications</p> <ul style="list-style-type: none"> • A2-level or B.Tech level education or equivalent Level qualification. • A good standard of general 	<p>Qualifications</p> <ul style="list-style-type: none"> • N/A

<p>education including minimum of A-C grade in GCSE Maths and English or equivalent.</p> <p><i>Or considerable proven relevant experience.</i></p> <p>Personal attributes</p> <ul style="list-style-type: none">• We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity	<p>Personal attributes</p> <ul style="list-style-type: none">• N/A
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