

University of Greenwich

JOB DESCRIPTION

Job Title:	Global Mobility Manager	Grade:	SG7
Department:	International Office	Date of Job Evaluation:	November 2022
Role reports to:	Head of International Partnerships and Global Mobility		
Direct Reports	Global Mobility Officer Global Mobility Assistant (Graduate Placement Student)		
Indirect Reports:	Casual Jobshop Student		
Other Key contacts:	International Office, Faculty Directors of Partnerships and International, Academic Quality Unit colleagues		

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

The Global Mobility Manager is responsible for overseeing the University's Global Mobility provision which includes leading on all the operational activities of the office as well as managing a small team and relationships with all global mobility partner institutions. The Global Mobility Manager will also be responsible for internal and external communications as well as leading on the organisation and facilitation of the Global Greenwich Summer Programme.

The Global Mobility Manager acts as the University's principal point of contact for all the global mobility partners and will also maintain strong working relationships with the faculty mobility coordinators, employability team, international office and relevant staff across the University's Directorates and Offices.

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 students and expand out exchange opportunities.

Team Specific:

Strategy

- Support the International Partnerships Strategy in increasing the number of global mobility partners and offering global mobility (Virtual or face-to-face) as standard to all University of Greenwich students, funded by either the University, the Turing Scheme and by donations from corporate partners.
- Launch a range of innovative and exciting summer schools with our current and new international partners.
- Ensure a high standard in delivering a positive student experience for all incoming, outgoing exchange, study abroad and summer school students.
- 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

- Act as main contact point for mobility partners in relation to non-academic enquiries: contractual and due diligence matters;
- Lead on all incoming and outgoing mobility activities including summer schools
- Produce statistical reports on student mobility
- Continuously review processes and improve procedures to manage incoming and outgoing student mobility

Communications and Compliance

- Keep all mobility partners apprised of general developments at the University of Greenwich;
- Communicate branding guidelines;
- Monitor partner publicity and marketing materials, and to ensure that we have an auditable trail of checks having taken place regularly;
- Oversee the maintenance of the University global mobility webpages with up-to-date course and partner listings
- Oversee the communication of information on all incoming, outgoing global mobility and summer school options, including the production of information packs, presentations, webpages, workshops and all promotional material

Events

- Lead on all the logistics for the Global Greenwich Summer Programme
- Oversee the management of all incoming and outgoing student mobility to and from partners

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Internal Communications

- Develop web content specifically for current and prospective partners and make sure information is accurate
- Arrange regular meetings with Faculties and be the main point of contact for general queries on global mobility and summer schools within the university
- Share information across the university on overseas visits and potential for further internal collaboration

External Communications

- Produce quarterly newsletter for the University Global Mobility provision for overseas partners
- Undertake in-country research to inform business development activities and proposals for new partners
- Develop web content specifically for current and prospective partners and make sure information is accurate
- Lead for managing visits to university from overseas partners

Generic:

- Assist with the running of the International Office and provide cover for colleagues on annual leave as required
- Undertake any other duties as requested by the Head of International Partnerships and Global Mobility

Global Mobility Support

- Assist colleagues in other parts of the International Office as needed at key times of the year and to provide cover during annual leave;
- Lead on the creation and maintenance of a mobility operational handbook

Managing Self:

- Ability to plan and prioritise workload is essential
- Ability to work on own initiative without constant supervision
- Actively seeking awareness of own world view, positive attitudes towards cultural differences, and knowledge of different cultural practices to inform cross-cultural working, communication and problem solving. (I.e. cultural competence)

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.

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Additional Requirements:

- Ability to deal with complex requirements across a multi-campus organisation
- Ability to work across campuses as required
- Willingness to travel overseas as required for this post and over weekends (occasional)
- 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 the International Office delivers the required level of service

KEY PERFORMANCE INDICATORS:

- Increase in numbers of Greenwich students undertaking outward global mobility opportunities
- Successful collation of all study abroad documentation;
- Approval and signing of student certificates and documentation by deadlines;
- Production of information packs and up-to-date webpages for incoming students
- Organisation of Week 1 activities for incoming exchange/ study abroad students
- Production of minutes for relevant meetings
- Ensuring that all applicable deadlines (internal and external) are complied with
- Timely and effective communication with students, staff and partner institutions
- Support the University's internationalisation strategy in relation to Global Mobility

KEY RELATIONSHIPS (Internal & External):

Internal: Head of International Partnerships and Global Mobility, Senior International Compliance and Contracts Manager, Faculty Mobility Coordinators, Faculty Staff and Link Co-ordinators, Finance Division, Employability Office, Student Finance, Marketing team.

External: Exchange and Study Abroad partner institutions

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PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none">• Management and development of relationships with overseas partner institutions in a university setting;• International programme administration role;• Adept at handling large quantities of documentation;• Assist in development of systems to streamline processes• Erasmus/Turing or international programme administration role in a university setting.• Experience of handling large quantities of documentation.• Planning and organisation of student events <p>Skills</p> <ul style="list-style-type: none">• Ability to communicate clearly and effectively, both orally and in writing, with a range of audiences;• Experience of Budget management in an Erasmus/Turing scheme context• Excellent attention to detail and organisational skills;• Ability to manage a varied workload and time management skills;• Ability to manage a team and work effectively in a team• Ability to work under pressure and escalate any crisis that develop in relation to partnerships• Using cultural competence to inform cross-cultural working, communication, problem solving and decision making.	<p>Experience</p> <ul style="list-style-type: none">• Personal experience of work or study overseas.• Experience of report writing and production of handbooks.• Identify potential new mobility partners or programmes• Organisation of all logistical aspects of complex and large-scale events• Development and delivery of a successful communications strategy <p>Skills</p> <ul style="list-style-type: none">• Awareness of data protection issues as the job involves dealing with confidential information.• Excellent IT skills and experience of managing contacts databases and updating

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<p>Qualifications</p> <ul style="list-style-type: none">• Minimum qualification includes a good undergraduate degree from a recognised higher education institution. <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>Qualifications</p> <ul style="list-style-type: none">• Foreign language skills may be an advantage• Postgraduate degree or equivalent professional qualification <p>Personal attributes</p> <ul style="list-style-type: none">• N/A
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