

## **Exchange and Study Abroad Assistant – International Partnerships – Grade D**

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### Job Description

#### **Purpose**

To support the day-to-day operations of the Study Abroad team in maintaining and expanding the Study Abroad programmes (award and non-award bearing) offered at the University. The postholder will also assist with the day-to-day support provided to students and staff.

#### **Duties**

1. To provide information and assistance on a day-to-day basis to students and staff who are participating in the various Study Abroad schemes.
2. To monitor the Study Abroad email address, answering queries and referring them on where appropriate.
3. To update the student record system (Banner) with information such as module selection, course information and the students HEAR record.
4. To assist with the maintenance and filing of documentation as required by the funding bodies and for audit purposes, e.g. ERASMUS.
5. To ensure that external monitoring systems are up to date to meet audit requirements.
6. To liaise with Schools in relation to incoming and outgoing students to ensure that all appropriate regulations are adhered to.
7. To assist with the promotion of the various schemes through presentations, open days, applicants days and social media updates.
8. To undertake any other duties and responsibilities commensurate with the post and grade as agreed with the Director of International Partnerships.

### Person Specification

#### **Knowledge, Skills, and Behaviours (Essential)**

- Demonstrable experience of working in a customer or student environment (Application/Interview).
- Knowledge of Microsoft Office, in particular Excel and Word (Application/Interview).
- GCSE English Language and Maths Grade C/4 or above (or equivalent) (Application).
- Attention to detail with a high level of accuracy (Application/Interview).

- Good written and verbal communication skills (Application/Interview).
- Ability to work well under pressure and to tight deadlines, as well as being able to work effectively within a team (Application/Interview).
- Understanding and awareness of confidentiality (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

#### **Knowledge, Skills, and Behaviours (Desirable)**

- Experience of working in higher education (Application/Interview).