Global Engagement Administrator

External Relations

Closing date: 5 August 2019
Interview date: 5 September 2019
Vacancy reference: 7849
INTRODUCTION

The Centre for Global Programmes runs a portfolio of short courses and summer schools for students and staff of partner universities overseas. These programmes aim to build new international relationships and enhance existing relationships with key University partners across the globe and support the University's internationalisation strategy.

Located within Global Engagement, the Centre is developing its specialised and bespoke programmes for partner universities. In addition to a range of EFL and ESP programmes, these can include discipline-specific programmes, with content-themed Summer Schools focusing on literature, history of art, business and management or the sciences.

The Centre requires an administrator to provide administrative support for the Centre's incoming short courses and summer school activity.

The purpose of the role is to provide a wide range of effective administrative support to ensure the smooth running of short courses and summer schools on campus.

Working in a small cross-functional administrative team, the post-holder will provide administrative support for the short courses and inward summer schools, including maintaining important relationships with clients, host families, students, other University offices and local organisations, financial transactions and other specialist support.

Full training on Global Engagement's administrative systems will be given.
Main purpose of the role

The post-holder will work on all aspects of arrangements for overseas students staying with host families in York, and coordinate appropriate work, study, leisure and resident services for short course and summer school students on campus.

As part of the administrative team in Global Engagement, the post holder will need a good understanding of the whole enterprise, giving support and covering for colleagues when required.

A special feature of this post is the requirement for strong pastoral and inter-personal skills so that effective assistance can be delivered to students in need. The post-holder will also need to be flexible in working hours as delegations often arrive and depart at weekends, there are often evening events, and many courses take place during UK summer months.

The post holder will also be expected to support the marketing activities of the centre and play an active role in the development and improvement of administrative processes and procedures relating to the Centre’s activities.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

To provide general administrative support to the short courses and summer schools:

- Deal with day to day administrative matters
- Keep to and complete task lists
- Create and keep up-to-date all programme records
- Create and send immigration letters to clients
- Oversee the creation of student folders and welcome packs

To maintain financial records:

- Keep up to date records of costs and student numbers
- Check and process invoices
- Raise invoices

To provide pastoral support for students:

- To act as first point of contact for families and students on short courses and summer schools, with the other Global Engagement Administrators.
- Act as a contact for students in emergencies and when any problems arise.

To arrange external trips and internal events:

- Arrange, finalise, book and check trip bookings
- Create and check itinerary sheets for each visit
- Arrange catering for end of course receptions
- Send invitations to receptions to guests

To support course tutors:

- Oversee creation and filling of teacher resources boxes
- Oversee creation and checking of end of course certificates

To arrange arrival and departure of student groups:

- Negotiate timings of arrivals and departures
- Attend arrivals and departures

Short course team administration

- Maintain the CGP website/webpages and update content as required
- Produce documentation using different media, e.g. handbooks, promotional literature, induction and welcome packs, e-newsletters, social media updates
JOB DESCRIPTION

- Provide effective and efficient administrative/secretarial support to senior colleagues, including the co-ordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel/events

Host family administration

To maintain and develop the host family resources:

- Maintain host family database
- Recruit new host families, i.e., publicise requirements; receive, review and evaluate host family application forms; visit and screen applicants
- Review, update and produce host family handbook annually

To administer host family accommodation for visiting groups of students:

- Send student home-stay questionnaires
- Allocate students to host families
- Inform families, institutions and students of allocation
- Gather and send host family letters one month prior to students’ arrival in York
- Arrange for host family payment
- Gather feedback on host families from students

Campus accommodation administration

- To be familiar with campus accommodation booking processes

Supporting other CGP operations

- To support other CGP operations
- To take on reception duties
- Liaise with interns

General expectations of the post

To take on any other duties that fall within the scope of the role, as allocated by the line manager.

We expect that the post holder will:

- work closely and supportively with other members of the Global Engagement and CGP Administrative and Management Teams
- create and manage a highly efficient and organised workspace
- maintain secure and accessible document and information archives
- work at all times in accordance with University, Office and Centre policies, e.g., in matters regarding harassment, discrimination, data protection, and health and safety.
## PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Good standard of education, specifically high quality of English and Maths</td>
<td>Essential</td>
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<td>IT skills, including word processing to RSA3 or equivalent</td>
<td>Essential</td>
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**Knowledge**

| Some knowledge of basic accounting                                           | Essential             |
| IT skills, including Word, Excel, Access, Google                            | Essential             |
| Knowledge of higher education                                                | Desirable             |
| Knowledge of administrative procedures and processes used in a busy office within a large complex organisation | Desirable             |

**Skills, abilities and competencies**

| Ability to balance teamwork with independent work and using initiative        | Essential             |
| Discretion, tact, diplomacy and an ability to maintain confidentiality         | Essential             |
| Planning and organisational skills; time management and an ability to meet deadlines under pressure | Essential             |
| Systematic and accurate approach to record keeping                           | Essential             |
| Ability to communicate effectively with a wide range of people, orally and in writing | Essential             |
| Ability to prepare agendas and take and transcribe minutes                   | Essential             |
| Competent in diary management, with the ability to plan and organise meetings, small scale events, workshops and conferences | Essential             |
| Ability to negotiate with outside agencies and deal with complex / sensitive issues | Essential             |
| Ability to administer financial transactions between different countries     | Essential             |
| Ability to monitor and update social media and other communication channels  | Essential             |
## PERSON SPECIFICATION

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<td>Some experience of working as an administrator in a busy office</td>
<td>Essential</td>
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<td>Experience of working with overseas students, customers or colleagues</td>
<td>Desirable</td>
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<td>Experience of supporting an educational programme</td>
<td>Desirable</td>
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<td>Experience of supporting a host family network</td>
<td>Desirable</td>
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<td>Experience within the HE sector</td>
<td>Desirable</td>
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<td>Experience of providing excellent customer service</td>
<td>Essential</td>
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### Personal attributes

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<td>Good interpersonal skills and the ability to show sensitivity to speakers of other languages and from other cultures, including distressed individuals</td>
<td>Essential</td>
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<td>Ability to work independently and as a team member</td>
<td>Essential</td>
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<td>Flexibility and adaptability</td>
<td>Essential</td>
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<td>Excellent oral and written communication skills</td>
<td>Essential</td>
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<td>Strong customer service orientation</td>
<td>Essential</td>
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<td>Willingness to take holidays outside peak spring and summer periods and to work at evenings and weekends</td>
<td>Essential</td>
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Situated within Global Engagement, the Centre for Global Programmes provides summer schools both in York for partner universities, and at locations around the world for York students. The Centre also co-ordinates all York’s study abroad and exchange programmes, overseas internships and international travel awards. All these programmes are designed to increase the participation of students and staff in international activity.

The Centre has an expanding portfolio of short courses and summer schools for universities that support the University’s internationalisation strategy. These programmes aim to build new international relationships and develop existing relationships with key University partners.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group. We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. The University of York has won six Times Higher Education (THE) Awards and five Queen's Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding multiple awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles – just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7849
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 5 August 2019.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Informal enquiries may be made to Sarah Dwyer by telephone (+44 (0) 1904 3222483) or by email (sarah.dwyer@york.ac.uk).

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835