

It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

**International Administrator
EHA2111-1121**

Reporting to: International Administration Officer

Accountable to: Head of International Operations & Administration

The Post

The post holder will provide first rate administrative support in connection with the International Student Recruitment and Mobility processes with particular reference to the smooth and effective operation of the Turing Scheme, undertaking a key role in providing outstanding customer service both internally and externally.

Duties and Responsibilities

1. Administrative support to the International Recruitment Team, including maintenance of filing systems and sorting of mail, with specific responsibility, as required, for International Admissions and Mobility.
2. Applications data input including: creation of applicant records, updating and amending records, processing of initial and confirmation decisions, communicating with applicants, maintaining records for the Turing Scheme, US Federal Loans, etc.
3. Assisting in the maintenance of accurate electronic and paper applicant records, to include tracking and follow-up of outstanding decisions and applicant replies.
4. Developing own knowledge and understanding of the various mobility processes (in-bound and out-bound) and Edge Hill's course provision in order to answer general enquiries from prospective applicants and current students and in particular giving advice and guidance on qualifications equivalences where appropriate.

5. Correspondence (standard letters, emails and social media enquiries) with prospective applicants, applicants and current students under the supervision of the International Administration Officer.
6. Assistance with the preparation of information and documentation for applicants, e.g. sending out Turing Scheme forms, pre-course information, etc., under the supervision of senior officers.
7. Responsible for managing own workload to meet internal and external deadlines as advised by the line manager.
8. Liaison with academic staff in relation to individual applicants including offering advice and guidance to students.
9. Liaison with academic staff and service-area staff within Edge Hill to assist in the co-ordination of arrangements for interviews/auditions/language/equivalency tests, etc.
10. Assistance with International enrolment, as required, liaising with Admissions and Registry to make sure students are rolled forward from Admissions Plus to Student Records prior to enrolment.
11. Reception/Help Desk work, including face-to-face information, advice and guidance on for students on the various aspects of International matters.
12. To update and upkeep the International Office web presence.
13. Make a positive and valuable contribution to the work of the International Office and the effective implementation of the University's internationalization strategy.
14. Undertake other relevant duties and responsibilities, appropriate to the grade, as may be determined from time to time by the Head of International Operations & Administration. This will include assistance in the delivery of institution-wide activities such as Open Days, Enrolment, etc.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme

- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 3, Points 11-14
£20,092 - £21,686 per annum

Hours: 36.25 hours per week

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

PERSON SPECIFICATION

International Administrator EHA2111-1121

CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of assessment (I/A/T/P)
Qualifications				
1	Educated to A level, BTEC National standard or equivalent, or to have relevant work experience	*		A
2	ECDL qualification, or equivalent evidence of IT skills, with previous experience of using Microsoft Office (Excel, Word, etc.), databases, email and internet	*		A / T
Experience				
3	Experience of working in a busy office with a focus on volume processing and experience handling complex enquiries	*		S / A / I
4	Experience of working in Higher Education and an understanding of issues that affect international students.		*	S / A
Knowledge/Abilities/Skills				
5	When handling large amounts of complex and detailed information your attention to detail enables you to successfully understand and accurately interpret complex information, e.g. government legislation, admissions procedures etc.	*		S / I / T
6	Ability to develop and maintain accurate tracking and monitoring systems and processes	*		S / I
7	Excellent customer care and interpersonal skills with the ability to communicate effectively, both orally and written, at all levels	*		S / I
8	Skilled at working quickly and reliably, with large volumes of information, to meet internal and external deadlines	*		S / I / T
9	Successfully able to work independently as well as part of a team	*		S / I
10	Strong organisational skills enable you to plan and prioritise own workload and assist other team	*		S / I

	members as required			
11	A positive and flexible approach to the changing needs of the department	*		S / I
Other				
12	Availability and willingness to work occasional unsocial hours e.g. open day, welcome Sunday	*		S / I
13	Discretion and the ability to handle sensitive and confidential information with diplomacy and tact	*		S / I

***Method of Assessment (I-Interview, S-Supporting Statement, A-Application, T-Test, P-Presentation)**

Please note that applications will be assessed against the Person Specification using this criteria.