



Job title	International Support Unit Administrator	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	International Student Recruitment/International Recruitment Partnerships, External Relations	Location	King's Meadow Campus

Purpose of role

The International Support Unit Administrator role is integral in supporting the International Student Recruitment and International Recruitment Partnership Teams in providing a first-class service to key stakeholders. The role holder will offer friendly, prompt and comprehensive responses to requests for information, proactively support additional channels of communications, undertake market research and data analysis tasks when required and provide ongoing project support where needed. They will offer essential administrative, data and logistical support to this busy student facing team and will be expected to support international student recruitment activity, projects and inbound events throughout the year.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Data capture and analysis <ul style="list-style-type: none"> ▪ Coordinating the creation and maintenance of Gecko enquiry forms and event registration forms ▪ Requesting regular data reports and presenting data to internal colleagues in a coherent format ▪ Supporting the wider ISR team and faculties with data requests 	35%
2	Market research and data management <ul style="list-style-type: none"> ▪ Gathering information and maintaining databases on a wide range of recruitment matters including entry requirements, competitor research, course profiles, and stakeholder contacts, in line with the General Data Protection Regulation (GDPR) ▪ Using internal databases to compile and provide and present regular updates on recruitment figures in a clear and accessible manner to internal and external stakeholders ▪ Assisting recruitment colleagues with integrating data into strategy and planning documents 	10%
3	Responding to enquiries from prospective students, parents and teachers <ul style="list-style-type: none"> ▪ Working within the University's International Student Recruitment Team, to respond to a variety of enquires by answering daily electronic 	20%

	<p>enquiries from prospective students and parents. Ensuring a high standard of customer service in response to all enquiries.</p> <ul style="list-style-type: none"> ▪ Processing information requests received at international student recruitment events. ▪ Liaising with internal departments and academic schools to ensure swift and accurate responses to enquirers' questions. ▪ Forwarding requests for information to the relevant departments where necessary, or previously agreed. 	
4	<p>Supporting international student recruitment activity</p> <ul style="list-style-type: none"> ▪ Providing operational support on a wide range of inbound activity i.e. school groups, agent delegations, student visits. Tasks may include: providing campus tours, preparing delegate briefing packs, arranging student ambassador support, liaising with internal stakeholders and leading on logistical arrangements. ▪ Representing the University at UK based international recruitment fairs and visits where necessary ▪ Assisting with digital recruitment and conversion activities i.e. webinars, virtual fairs, Facebook live ▪ Coordinating and sending electronic communications to key stakeholders e.g. school counsellors, prospective students 	15%
5	<p>Supporting key international student recruitment projects</p> <ul style="list-style-type: none"> ▪ Providing logistical and operational support during International Clearing, playing a key role in the day to day running of this key application period and providing follow up data reports ▪ Supporting with the recruitment and management of the International Student Ambassador scheme ▪ Supporting with wider office administration tasks 	20%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Excellent written and spoken communication and an ability to communicate effectively with people at all levels ▪ Ability to work under pressure to a tight timetable and to prioritise tasks as appropriate ▪ Excellent IT skills, proficient in the use of Microsoft Office ▪ Data management and analysis skills ▪ Hard-working attitude with a desire and ability to use own initiative ▪ High level of computing skill and confidence 	<ul style="list-style-type: none"> ▪ Understanding of Higher Education and its application processes ▪ Ability to present to a range of audiences
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience in a customer focused environment ▪ Database management ▪ Experience of working in a busy office environment and managing multiple deadlines ▪ Considerable administrative experience ▪ Experience of working independently and dealing with unforeseen problems and circumstances ▪ Experience of presenting data 	<ul style="list-style-type: none"> ▪ Knowledge of International Student Recruitment ▪ Experience of working in an education environment ▪ Market research experience ▪ Experience of working with digital/social media
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Educated to GCSE's Grade C or above in English and Maths, or equivalent 	<ul style="list-style-type: none"> ▪ Educated to A level standard ▪ Undergraduate degree
Statutory, legal or special requirements	Ability and willingness to work outside of core normal working hours on occasion, including evenings and weekends	Understanding of the requirements of GDPR



Athena
SWAN
Silver Award



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

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| Valuing people | Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues. |
| Taking ownership | Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions. |
| Forward thinking | Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others. |
| Professional pride | Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team. |
| Always inclusive | Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic. |

Key relationships with others

