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| **Job Title** | **Global Experiences Officer**  |
| **School / Service** | **The Talent Gateway – Academic Partnerships Office**  |
| **Grade and Salary Range** | **D - £32,868 - £36,350** |
| **Location and Hybrid working status** | **Docklands Campus – Hybrid Working**  |
| **Reporting to** | **Global Experiences Manager** |
| **Responsible for** | **N/A** |
| **Liaison with** | **Students, staff within the Schools, other University services including but not limited to Academic Registry, Student Experience, International Recruitment and Residential Services; members of the Academic Partnerships team; external stakeholders.** |
| **Contract type** | **Permanent – Full-Time** |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines cutting-edge education with a passion for creating positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our transformational 10-year Vision 2028 strategic plan, spearheaded by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for creating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your unique skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome talented individuals who are committed to advancing their careers while making a positive impact on the world.

**JOB PURPOSE:**

To support the Global Experiences Manager to build on and deliver UEL’s ambitious and values driven internationalisation strategy including Erasmus+, the Turing Scheme, Online International Learning (OIL) and other related projects through effective collaboration with partner institutions.

**KEY DUTIES AND RESPONSIBILITIES:**

* To respond professionally to queries from students and partner institutions in a timely and efficient manner.
* Provide advice to prospective students and partner institutions on the application process to the Study Abroad Programme.
* Provide advice to prospective students and partner institutions on visa regulations for overseas students studying in the UK.
* Receive and administer applications to the Study Abroad Programme, ensuring applications are complete and making initial admissions checks.
* Communicate admissions decisions to students and partner institutions.
* Create and maintain student records on SITS and the office database ensuring student records are up-to-date and complying with UKVI and data regulations.
* Work with admissions colleagues to ensure appropriate procedures are in place for issuing of CAS and visas.

**Support Study Abroad and inbound exchange students**:

* Work with the Global Experiences Manager to organise and implement a full orientation programme for Study Abroad/Exchange students.
* Participate in student orientation including giving presentations to Study Abroad and Exchange students.
* Book rooms, speakers and student helpers for orientation for Study Abroad and Exchange students.
* Provide advice and support to students, acting as first point of contact in the office, and holding one-to-one appointments with students during the semester.
* Working with colleagues in Student Services, support the Global Experiences Manager in arranging suitable accommodation for Study Abroad and Exchange students.

**Support outbound exchange students**:

* Provide support with financial payments to outbound exchange students, for example Erasmus+ grants, Turing funding and other scholarship payments, including verifying student eligibility, coordinating all documentation and preparing payments for the Global Experiences Manager.
* Student events, social media and communication.
* Write and post material on the UEL Global Family social media platforms, create and implement a social media plan to enhance student engagement.
* Support the organisation of and attend students events (student orientation, end of semester celebrations, summer schools and visits).
* Produce printed and online materials for Study Abroad/Exchange students, including writing original content on UEL procedures, support and activities.
* Support the delivery of activities to support outbound exchange students in preparing for their study mobility.

**General:**

* Provide general office duties, including mail management, responding to telephone and personal callers; and servicing team meetings and events as required.
* Arranging and co-ordinating travel for outbound students and staff.
* Any other duties as may reasonably be required, consistent with the grade of the post.

## EDUCATION QUALIFICATIONS AND ACHIEVEMENTS

**Essential Criteria:**

* Educated to A level or equivalent qualification.

**Desirable Criteria:**

* An understanding of work in an educational setting and/or in Study Abroad would be an advantage.

**KNOWLEDGE AND EXPERIENCE**

**Essential Criteria:**

* Experience of working in a customer-focused environment, including providing oral and written correspondence.
* Experience of working in a HE office environment and working with people from a wide range of backgrounds.
* Experience either through personal or work experience of Study Abroad/Exchange experiences.
* Experience of using SITS or a similar student record system.

**Desirable Criteria:**

* Experience of professional use of social media.
* Understanding of UK Higher Education Quality Assurance process regarding students participating in study abroad opportunities.

**SKILLS AND ABILITIES**

**Essential Criteria:**

* Good organisational abilities, prioritising and managing time to meet deadlines and ability to manage multiple tasks.
* Attention to detail.
* Excellent communication skills, verbally and in writing.
* IT skills including familiarity with word-processing and database packages,spreadsheets, electronic mail and web browsers.
* Ability to proactively identify opportunities to improve processes and implement improvements to enhance service delivery.
* Sensitivity in dealing with international and study abroad students from different backgrounds.
* Ability to work in a small team and unsupervised and working on own initiative.
* The ability to deal with individuals at many levels, in the University and externally.
* Ability to analyse problems and identify potential solutions.

**Desirable Criteria:**

* Knowledge of foreign languages.

UEL are an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to embrace our EDI policy and will not tolerate discrimination in any form.

So, if you’d like to take your career to the next level with us here at the University of East London and are inspired by our environment and drive for success, we want you to apply today!