

## Candidate Information

**Position:** Global Support Officer  
**School/Department:** Faculty Office AHSS  
**Reference:** 21/109352  
**Closing Date:** Monday 3 January 2022  
**Salary:** £34,304 - £40,927 per annum.  
**Anticipated Interview Date:** Friday 14 January 2022

### JOB PURPOSE:

The Global Support Officer will provide administrative support for the AHSS Faculty international agenda, working closely with the Dean of Internationalisation to take forward initiatives within this portfolio. The postholder will play a key role in supporting partnership agreements, driving forward the work of the Faculty International Committee, and supporting activities and initiatives to build on the global reputation of AHSS.

### MAJOR DUTIES:

1. Provide administrative support to the Faculty Dean of Internationalisation for the development and delivery of initiatives and activities to align and enhance the internationalisation provision across the Faculty of Arts, Humanities and Social Sciences.
2. Provide lead support in the co-ordinating of School and Faculty partnership approval processes, liaising regularly with colleagues in Schools and Directorates to ensure all the relevant aspects are in place to proceed through the appropriate systems and committees.
3. Liaison with the Dean of Internationalisation to review all Faculty partnerships due for renewal, acting in a timely manner to ensure all relevant information is pulled together to meet deadlines.
4. Oversight and day-to-day management of the Faculty's short-term study provision (study abroad, exchange, summer/winter schools), ensuring that the team are supported to grow a best-in-class student and partner experience that contributes to the University's overarching internationalisation goals.
5. Full servicing of the Faculty International Committee, including working closely with the Committee Chair to formulate an annual schedule of business, plan agendas, document minutes and ensure any actions and agreements are followed up on as appropriate.
6. Maintain oversight of the Faculty financial support available to AHSS Schools for internationalisation activities, developing and implementing processes to monitor and track spend and evaluate benefits of this funding.
7. Co-ordination on behalf of the Dean of Internationalisation of all Faculty-level activities and processes to support the Institutional Reputation agenda.
8. Co-ordination of both inbound and outbound international travel itineraries for Faculty staff and staff from partner and other institutions, liaising with colleagues across the University as well as external stakeholders where appropriate to ensure all necessary arrangements are in place for travel.
9. Oversee the work of the two Faculty Internationalisation Team members, ensuring the work of the team is aligned to meet the AHSS internationalisation objectives in line with the Faculty Strategy.
10. Maintain and develop appropriate administrative systems to meet and enhance relevant quality assurance standards in keeping with University policies.
11. Carry out other duties which are appropriate to the post as may be reasonably requested by the Faculty leadership team.

### Planning and Organising:

1. Work with minimal supervision, planning and organising own work, managing conflicting and changing priorities.
2. Contribute to larger projects as part of a project team.
3. Contribute to organising short or medium term developments/activities within AHSS applying specialist knowledge.

4. Responsibility for communicating information on new developments and changing priorities to relevant stakeholders to support effective decision making, maximising quality, efficiency and continuity.

**Resource Management Responsibilities:**

1. Assume delegated responsibilities where appropriate.
2. Contribute to the management of resources within the area of responsibility to ensure they are effectively managed and monitored; and contribute to the wider Faculty resource planning process.
3. Manage budgets in relation to activities associated with the Dean of Internationalisation.

**Internal and External Relationships:**

1. Regular contact with Dean of Internationalisation, other Faculty Deans, relevant School Directors and academic and support staff across AHSS schools.
2. Establish an effective network of internal and external contacts to develop the level of knowledge and understanding across the spectrum of University activities to contribute across a range of projects and initiatives.
3. Liaison with contacts in professional support units, as well as Schools and Faculty, to ensure appropriate integration, collaboration and understanding.
4. Regular contact with committees and working groups to inform decision making.
5. Regular engagement with university partners to develop, strengthen and maintain relationships, identifying opportunities for growth where appropriate.
6. Liaison with students.

**ESSENTIAL CRITERIA:**

1. Primary Degree or evidence of substantial management or administrative experience.
2. A minimum of 3 years' experience of higher education and management, including:
  - Project management across a range of activities.
  - Management reporting – collecting and analysing data and summarising recommendations.
  - Committee Servicing.
  - Experience of working with large and complex stakeholders, including in a global context.
  - Budget management and financial processing.
3. Proven analytical and organisational capability across a range of management functions.
4. Ability to manage, facilitate and implement change.
5. Strong influencing, negotiating and facilitating skills.
6. Ability to analyse complex problems and provide sound advice and guidance.
7. Excellent IT skills with a good working knowledge of MS Office packages.
8. Highly developed oral and written communication skills.
9. Strong presentation skills.
10. Strong interpersonal skills with the ability to lead others.
11. Ability to produce accurate work, under pressure and within agreed deadlines.
12. Evidence of ability to exercise initiative and work independently.
13. Strong commitment to the post.
14. Willingness to travel internationally should the need arise, up to a maximum of 4 weeks per year.
15. Flexibility and willingness to work irregular hours.
16. Ability to maintain strict confidentiality.

**DESIRABLE CRITERIA:**

1. Postgraduate or professional qualification in a relevant discipline.
2. Experience of providing support for internationalisation and/or global mobility activities and agendas.
3. Experience of line management of staff.
4. Experience of using University systems.