

Candidate Information

Position: Study Abroad-International Officer
School/Department: MRCI
Reference: 23/110654
Closing Date: Monday 27 February 2023
Salary: £35,333 - £42,155 per annum.
Anticipated Interview Date: Monday 13 March 2023

JOB PURPOSE:

This post-holder will have a range of responsibilities in relation to the recruitment, administration and support of study abroad students, including the provision of a quality admissions service for study abroad students to the University (pre and post application), providing a central support to University Faculties, Schools and other internal and external stakeholders, and to provide high quality partnership support, all of which is critical to the delivery of the University's recruitment targets.

This vacancy will be based in the Global Student Recruitment team and will focus on primarily administrating the admission of visiting students to the University, including primarily fee-paying Study Abroad students but to include the administration and support of other visiting student groups as required. The staff member will be expected to work flexibly across the department and may also have specific responsibilities for undergraduate admissions work at critical stages of the application cycle.

MAJOR DUTIES:

1. Work with the relevant stakeholders to identify and develop the Study Abroad proposition in response to market opportunity.
2. To lead the development and implementation of a marketing and recruitment strategy which will include the development of student abroad partnerships to support recruitment to Queens.
3. Responsibility for providing advice and guidance on the processes and procedures governing the admission of study abroad students to the University and making recommendations in relation to the development of Study Abroad modules and application methods where appropriate to ensure that the University's overall objectives are met in terms of numbers and quality.
4. Support the delivery of agreed annual international enrolment targets for Study Abroad and provide regular reports on progress, successes and issues as required.
5. Responsible for making decisions and developing positive relationships with key contacts within the Schools to assess study abroad applicants' eligibility to undertake a short term study programme at Queen's.
6. Develop and maintain positive and effective relationships with international institutions, study abroad partners, providers, other strategic partners and external stakeholders, with the aim of achieving international recruitment objectives and providing an efficient, high quality Study Abroad applicant experience.
7. Responsibility for administering the process governing the admission of Study Abroad students and other visiting student groups to the University. This will involve assisting with submission of applications, and the issuing of official admissions letters and documentation for immigration purposes (as required). Also to act in a quality assurance role to ensure the consistency and accuracy of decisions input by Schools.
8. To assist with leads and enquiry management, conversion and applicant engagement through efficient use of CRM.
9. Assess and check applicants' eligibility for Confirmation of Acceptance for Studies (CAS) and contribute to CAS issuance in line with UKVI regulations and requirements.
10. Produce and analyse statistical and other information to identify trends and provide advice on assessing complex issues which may impact on University-wide objectives. This is used to inform management action in the short, medium and longer term, and to improve competitiveness and responsiveness in rapidly changing market conditions.

11. Work closely with academic and other colleagues, to ensure delivery of a high quality study abroad admissions service, in line with external partner needs, and to build strong working relationships with internal stakeholders to ensure consistency of the study abroad experience in view of the handover from applicant to enrolled student.
12. Establish and maintain records to support future decision-making and to meet internal and external requirements. Contribute to annual review of Study Abroad admissions processes and criteria and make recommendations with regard to service improvement, including testing and maintenance of the application system and associated shared dashboard.
13. Provision of specialist advice and guidance to support prospective students, partners, academics and other Faculty/School staff at various stages of the application process and throughout the admissions cycle ensuring they are supported.
14. Work to integrate study abroad admissions processes into wider institutional tools and systems and to coordinate the enrolment, registration and administrative support needs of study abroad students.
15. Keep up-to-date with developments relating to inbound Study Abroad to improve knowledge base.
16. Contribute to the overall work of the department and deliver own work on schedule to maximise service quality, efficiency and continuity.
17. Membership of relevant committees/working groups and participate in projects which contribute to the review and development of policies, practices and systems relating to Study Abroad, ensuring compliance with internal and external requirements.
18. Such other duties as required which fall within the general remit of the post and are in line with future developments of the service. Deputise for the Senior International Officer (Undergraduate and Study Abroad) as necessary and provide cover for other Study Abroad staff as required.

ESSENTIAL CRITERIA:

1. Honours degree (or equivalent qualification).
In the event that you do not meet this criterion, the University will also accept the following which has been deemed equivalent. Substantial relevant experience in a directly relevant role.
2. * A minimum of three years' relevant experience in an international education, student recruitment, or a directly relevant role.
3. * Experience of working within an area which uses complex criteria, policies and procedures.
4. * Experience of working directly with internal and external stakeholders, developing partnership management skills and providing a high level of service.
5. * Evidence of handling complex cases/situations to meet objectives using specialist knowledge together with problem solving skills.
6. * Evidence of development and delivery of improvements to processes and procedures.
7. * Experience of working towards and being measured against targets.
8. * Experience and track record in project management.
9. * Experience in the production and analysis of information to inform complex management decisions.
10. Demonstrated ability to acquire and apply an extensive level of detailed knowledge and understanding.
11. Excellent IT skills, including confident and proficient use of the Microsoft Office suite.
12. Demonstrable understanding of the current issues, which affect study abroad/student recruitment.
13. Excellent communication and interpersonal skills with the ability to communicate goals and engage and motivate others and achieve buy-in.
14. Evidence of ability to exercise initiative and use of independent judgement.
15. Ability to manage own caseload effectively; to work as part of a team and also under pressure.
16. Willingness to embrace change.
17. Ability to lead, develop, mentor, train and supervise others.
18. Well-developed analytical and problem-solving capability and a keen interest and proven ability to innovate in their work.
19. Ability to act as a role model and lead by example in accordance with the Core values of the University – Integrity, Connected.
20. There will be a requirement at certain times to work irregular hours, including evenings and weekends. In addition, annual leave may be restricted during peak periods and extended periods of leave cannot normally be taken in the period leading up to September and January intakes.
21. Must be willing and able to undertake some overseas travel. Although this is not a key component of the role, some travel may be required to attend international recruitment fairs or to visit partner institutions.

DESIRABLE CRITERIA:

1. A relevant postgraduate professional qualification (or equivalent) in marketing/ Education Management or International Education Management.

2. Experience in an educational environment which has included provision of professional advice and guidance to pupils/students, preferably in relation to career or degree choice.
3. Experience of admissions in a further or higher education setting.
4. Experience of report writing and development of policies in the working environment.
5. Experience of working with commercial Study Abroad agencies.
6. Demonstrable knowledge of USA Higher Education system and experience of counselling.
7. Knowledge of US students in applying to study overseas.
8. Knowledge of a broad range of marketing tools.
9. Understanding of cultural issues related to international students.
10. No known impediment to travel in any country.
11. Willingness to drive overseas (specifically in the USA).