

Candidate Information

Position: Global Support Officer
School/Department: Faculty Office AHSS
Reference: 24/111782
Closing Date: Monday 22 April 2024
Salary: £37,841 - £45,148 per annum
Anticipated Interview Date: Thursday 9 May 2024

JOB PURPOSE:

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

MAJOR DUTIES:

1. Provide administrative support to the Faculty Dean of Internationalisation and Engagement 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 operational line management for the Global Support Team, overseeing all work in relation to students inbound and outbound short-term study being coordinated at Faculty level, and ensuring the work of the team is aligned to meet the AHSS internationalisation objectives in line with the Faculty Strategy.
3. Provide lead support in the coordination 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. Co-ordination on behalf of the Dean of Internationalisation and Engagement of all Faculty-level activities and processes to support the Institutional Reputation agenda.
9. 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.
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.

ESSENTIAL CRITERIA:

1. A primary degree or evidence of substantial management or administrative experience.

2. Significant and demonstrable experience of higher education administration and management, including:
 - a. Project management across a broad range of activities.
 - b. Management reporting – collecting and analysing data and summarizing recommendations.
 - c. Committee Servicing.
 - d. Experience of working with large and complex external stakeholders, including in a global context.
 - e. Budget management and financial processing.
3. Proven analytical and organisational capability across a range of managerial 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 presentational 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 to support the activities of the Faculty Dean, 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.