



Candidate Information

Position:	Visiting Students Coordinator (2 posts)
School/Department:	Faculty Office AHSS
Reference:	24/111847
Closing Date:	Monday 13 May 2024
Salary:	£32,024 - £36,744
Anticipated Interview Date:	Wednesday 22 May 2024
Duration:	Permanent – Full time

JOB PURPOSE:

Working across the Faculty of Arts, Humanities and Social Sciences (AHSS), the Visiting Students Coordinators will support the Dean of Internationalisation and Engagement, Dean of Education, and Global Support Officer in taking responsibility for providing a first-class service in all aspects of the experience of visiting students, specifically in the areas of Global Mobility and Short-Term Study. The postholders will be responsible for the delivery of programmes of study and related events to meet the needs of international partner institutions in this space, including Summer Schools and related activities, as well as supporting programmes of both inbound student cohorts from partner institutions to the Faculty for semester-long study, and outbound mobility for AHSS students to undertake both short-term study at a partner institution, as well as other funded outbound mobility opportunities.

MAJOR DUTIES:

1. Operational management of the coordination and delivery of programmes of short-term study for visiting students, including summer Schools and related activities, across the Faculty of Arts, Humanities and Social Sciences.
2. Lead on the delivery of events and activities for visiting students, particularly cohort groups from partner institutions, across the Faculty of Arts, Humanities and Social Sciences, including pre-arrival workshops, induction events, registration, field trips and social events.
3. Responsible for the operational delivery of all aspects of short-term study programmes, including coordinating speakers, postgraduate students and student assistants, scheduling timetables, organising cultural and social activities, accommodation bookings, etc.
4. Manage the coordination of all aspects of the journey of visiting students from application, through to their arrival at Queen's and during their period of study, including processing applications and visa letters.
5. Work with relevant colleagues in the operationalisation of opportunities for outbound cohort student mobility, promotion to and selection of students, agreeing programmes of study, arranging and booking travel, providing advice on visas and related documentation, pre-departure briefings, and acting as a point of contact for students while undertaking such outbound mobility opportunities as part of a cohort.
6. Lead on the promotion of opportunities for inbound and outbound student mobility, including developing marketing materials in coordination with International Office and Faculty Student Recruitment Hub colleagues, hosting webinars, generation of social media content, and updating of the Faculty webpages for Global Mobility.
7. Administration of bursaries and other support for outbound student mobility as appropriate, including assessing applications and making recommendations for funding, processing of payments, as well as monitoring and reporting of budgets to the Faculty Deans and wider Faculty management.
8. Responsibility for acting as a primary point of contact for students on a Study Abroad, Exchange, Summer School, or other short-term study opportunity, dealing with queries, providing advice on both academic and pastoral issues. Work closely with both Schools, partners and relevant professional support units to ensure the students are appropriately guided through their experience in AHSS.
9. Drive forward on the development of ideas, planning and implementation of new initiatives to improve the student experience of those coming to and from Queen's for short-term study.

10. Management of the planning and delivery of all operational elements of short-term study for students to undertake a period of short-term study at QUB or for QUB students to undertake short-term study at an international partner institution.
11. Responsibility for the coordination of all aspects of the journey of Study Abroad students from application, administration of bursaries where appropriate, and developing itineraries. Responsible for pre-departure communications with students, including organising briefings in conjunction with staff at the partner institution, and coordinating visiting student ambassadors.
12. Liaise effectively with colleagues, wider university, and staff in partner institutions to develop and support processes for students to be selected to undertake outbound mobility opportunities.
13. Work within the wider Faculty Global Student Mobility Team and with colleagues in the Global Opportunities Team and others to provide support for those students travelling to or from international partner institutions to undertake a period of short-term study.
14. Collating, monitoring, and analysing data for a variety of purposes including evaluating the student experience, process improvement, assessing partnerships, and overall reporting.
15. Support the Global Support Officer to develop and review structures and processes both internally to the Faculty and across the wider University which support and impact on both visiting students and existing students undertaking outward mobility opportunities.
16. Support the School Directors of Education and other relevant staff in Schools/partner institutions involved in Study Abroad and Exchange in the implementation of strategies to improve the experience of these students.
17. Management of the devolved budget for each programme of short-term study, including regular reporting of spend against the agreed budget.
18. Maintain and develop appropriate administrative systems to meet and enhance relevant quality assurance standards in keeping with University policies.
19. Undertake occasional international travel as required by the role.
20. Carry out any other duties which are appropriate to the post as may be reasonable requested by the Faculty leadership team, including working occasional evenings and weekends as part of business need.

ESSENTIAL CRITERIA:

1. Degree plus relevant experience OR A Levels/equivalent in a relevant subject with five years' relevant experience.
2. Demonstrable and substantial experience relevant to the duties of the post to include significant project management, event organisation and planning, financial processing and monitoring, and customer/client facing duties.
3. Cultural sensitivity and an awareness of dealing with international organisations and/or individuals.
4. Ability to produce information and data to inform decision-making.
5. IT literacy, including experience of MS Office packages and web authoring software.
6. Strong oral and written communication skills, including experience of presenting information to large groups both virtually and in-person.
7. Ability to work as part of a team.
8. Strong organisational skills with an ability to manage own workload, keep accurate records and produce status and progress reports.
9. Ability to work flexibly as required, including occasional evenings and weekends to meet the requirements of the role.
10. Willingness to undertake international travel.

DESIRABLE CRITERIA:

1. Experience for providing advice to students in a higher education environment.
2. Experience of international travel and engagement with other cultures and nationalities.
3. Personal experience of student exchange or Study Abroad.

ADDITIONAL INFORMATION:

Informal enquiries may be directed to n.harland@qub.ac.uk