

Job Description

Role Title:	International Recruitment Assistant
Dept:	International and Regional Development
Reference:	MPF2431
Grade:	Grade 5
Full or Part time:	Full time
Hours:	36.25 per week
Reports to:	Senior International Officer

Overview

International Office

Part of the Directorate of International and Regional Development, the **International Office** is responsible for supporting the delivery of the University's International Delivery Plan, focusing on three international aims: **growth and diversity**, **global impact**, and **global citizenship**.

The International Office is an integrated professional services unit with expert teams dedicated to the successful delivery of the University's internationalisation agenda across Recruitment, Partnerships and International Opportunities.

The International Office supports the Academic Schools in a wide range of global engagement activities, including: international recruitment for on-campus and off-campus students, managing overseas representatives and partners, working with services across the University to support the international student journey, from enquiry and application to enrolment, as well as supporting international opportunities for students and staff across the University through exchanges and the Turing scheme.

International Recruitment - The International Recruitment team works closely with the Academic Schools in planning and implementing regional strategies to increase international student recruitment and enhance the University's international reputation and global reach. The team support market-by-market activity to achieve on-campus student numbers, managing a sales channel of agent and education partners.

Working with internal departments - Whether an incoming international student to Salford, a franchise partner delivering Salford programmes overseas, or UK students looking to benefit from an overseas placement supported by the Turing scheme, all our stakeholders are part of the wider university community. We work with Schools and Professional Services across the university, advocating for international students and internationalisation is embedded in everything the University does.

Role Purpose

The post holder will be providing all aspects of the administration to the recruitment team to support the delivery of the University's ambitious internationalisation plans.

The position is customer-facing and the post holder will deal with specific enquiries to the International Office, predominately for the recruitment team and generally support the range of international activities which the University is involved with. It is vital that the post-holder has a drive and determination to meet customer service targets.

The role encompasses a variety of tasks, including communication with applicants and students, maintaining accurate records, hosting visits and campus tours and assisting with the arrangements for international student events and the University's Agent conference.

The post holder will be responsible for conducting credibility interviews and related processes, contributing to the maintenance of international databases and records and ensuring a high quality, customer focused service is constantly provided.

In this role the post holder will be working across many stakeholder groups including the immigration advice team, international recruitment and admissions teams, sponsor and agent networks, colleagues internally and those based overseas, as well as other services within the University.

The post-holder will be required to work flexible hours (including evenings and occasional weekend commitments).

Principal Duties & Responsibilities

Management

- To develop and maintain a comprehensive knowledge of all related University of Salford information including admissions requirements and processes, English language requirements and visas, fees and finances, intakes, overseas representatives and accommodation to ensure the support of the recruitment process. Provide potential international applicants and their agents with accurate information and advice concerning this.
- Act as first point of contact and be responsible for handling enquires from various internal and external stakeholders responding as appropriate and within set time frames and in a timely and professional manner including but not limited to:
 - Prospective students, applicants and offer holders
 - Agents and school counsellors
 - Sponsor/Scholarship bodies
 - Educational Institutions and other partners.
- Working in partnership with other departments to signpost international enquirers, applicants and students to the appropriate information, advice, guidance and support areas if required.

Business Processes

- To conduct student credibility interviews as part of the international recruitment and admissions process, ensuring compliance with UKVI expectations and University requirements, and providing clear, accurate interview outcomes and recommendations.
- To contribute to the development, implementation and continuous improvement of credibility interview processes, including quality assurance checks and monitoring trends within applicant cohorts.
- To assist with immigration compliance activities as directed by more senior members of the international recruitment team (in relation but not limited to) in assisting with credibility work required for the recruitment purposes.
- To assist with the development, implementation and monitoring of checking processes and tracking systems for student data to ensure a high level of data integrity, for both electronic, produced and held by the Department.
- To provide professional administrative support to the international recruitment team including (but not limited to):
 - maintaining accurate records and running reports as required;
 - providing logistical support for overseas travel including freight management, travel checklists and risk assessment;
 - assisting in the development and maintenance of international marketing inventory, including coordinating the production and storage of electronic and print materials.
- To provide administrative support in relation to agent appointment and management including maintaining accurate records and databases, assisting with maintaining Agent Quality Framework (AQF) and completing relevant paperwork in relation to international data transfer risks.
- To develop and maintain appropriate contact databases, both local and University-wide, using CRM to support business processes and communications that supports the work of the International Office.
- To be the first point of contact and responsible for information systems and applications that support the student recruitment processes, by adhering to clear processes and deadlines.
- To be the first point of contact and responsible for maintaining business relationships with recruitment channels including schools, agents, sponsors, governments, education institutions, and other partners.

- To be the first point of contact and responsible for maintaining relationships and delivering sales processes in relation (but not limited) to:
 - Agents: general enquiries; following up on application queries; processes in relation to data and compliance; Agent Quality Framework; contract administration; due diligence and pre-appointment checks; contract monitoring; termination process; performance reporting; payment processes
 - Enquiries from prospects and offer holders: generating regular and ad-hoc sales and admissions reports; proactively responding to sales and admissions opportunities
 - Sponsor/Scholarship bodies: Enquiry management; reporting; contract administration.

Administration

- To liaise with academic staff, Professional Service Departments, external organisations, communicating effectively with other members of the team to ensure that a coordinated and efficient service is maintained and provided.
- Manage the maintenance of relevant spreadsheets and accurate data input into University's systems.

Marketing and Communication

- Working with the recruitment team, support the implementation and maintenance of a communications programme for conversion of enquirers and applicants, including: first point of contact and super user for the University CRM for the International Office; first point of contact for all enquiries; developing and coordinating workflows of prospective and offer holder enquiries; developing planned and ad-hoc communication; performance monitoring and reporting of campaigns.
- Working with the recruitment team, support the development of content for a communications programme to support application generation and enquiry through various recruitment channels, including (but not limited to): agent newsletter and information broadcasts; partnership newsletter and information broadcasts; training webinars; student success stories; recruitment events in the UK; sponsor reports; regional symposiums; agent and partner conferences.
- To be the first point of contact for assisting in the implementation and maintenance of email response templates, international-specific web pages and social media posts

- To be the first point of contact and responsible for activities that promote the University to international students, including: providing campus tours, taking part in open days and other events, both on-campus and online.
- To work collaboratively and flexibly across all areas of the Department, including working across other Departments to support key areas of work when required.

Other Responsibilities

- To take responsibility and specific ownership of the projects and tasks assigned to ensure successful and accurate completion to agreed deadlines.
- To collaborate with senior team members and other managers and other colleagues to analyse, identify and implement systems and process improvements.
- To liaise and build effective working relationships with staff across the University to ensure objectives are met.
- To demonstrate commitment to continuous personal and professional development through actively participating in development events.
- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Please note that all staff within the International and Regional Development Directorate are occasionally expected to work weekends and outside of normal office hours. It should also be noted that during exceptionally busy periods it may be necessary to restrict annual leave (for example, during Clearing admissions period).

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. Hold a degree or equivalent level University qualification **(E)**

Background and Experience

2. Recent experience of working in a customer facing administrative office environment. **(E)**
3. Working knowledge of using IT i.e. Microsoft Office products, databases and CRM and experience of accurately inputting to databases, maintaining manual/electronic records and the analysis and manipulation of this data. **(E)**
4. Excellent communications skills (written and verbal) and the ability to respond in a timely manner and to deal with a variety of people, across levels and culture. **(E)**
5. Experience of working collaboratively within a team and across multiple teams. **(E)**
6. Experience of working with relevant external stakeholders, for example, international students, agents, university staff. **(D)**

Knowledge

7. All related University information including history, facilities, admissions requirements, fees and finances and accommodation. **(D)**
8. Understanding of International student journey. **(D)**
9. Experience of working in an international student recruitment or sales environment. **(D)**
10. Understanding of the UK student visa route and the importance of credibility, compliance and record keeping within international student recruitment. **(D)**

Skills and Competencies

11. Ability to build and maintain excellent working relationships with staff across the University, applicants and external agencies. **(E)**
12. Evidence of ability to solve problems using initiative and creativity; identify and propose practical and innovative solutions. **(E)**
13. Ability to empathise and communicate effectively with people from different cultures and backgrounds. **(E)**
14. Ability to plan, organise and prioritise own workload effectively to produce work of a high standard, meeting specified deadlines. **(E)**
15. An understanding of international applications processing, for example UCAS, Banner, Data Protection and security checking processes. **(D)**
16. Additional language skills. **(D)**