



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Welcome Team Coordinator (various roles), International Student Office



Salary: Grade 3.1 (£9.72 per hour)

Reference: SESSO1141

Duration: Summer roles 22 June - 11 September 2020. Autumn roles 2 September - 9 October 2020 depending on role. (Potential to combine summer and autumn role)

Please note that this vacancy is available to current University of Leeds students and recent University of Leeds graduates only.

Welcome Team Coordinator International Student Office, Student Education Service

Do you have experience of working in the welcome team or in a similar role to deliver welcome support and social/cultural activities? Would you like to supervise a team to deliver high quality support and activities for new students from all over the world?

We have a number of positions for Coordinators to work together to coordinate the day-to-day running of welcome and registration support, and social and cultural activities, on behalf of the International Student Office and Student Operations teams. You will need to work closely with colleagues in all teams, and also be able to work independently and under pressure at times.

You'll supervise a team of assistants to act as ambassadors for the University and give new students a warm welcome, a positive start-up experience, encouragement to take part in activities and help to develop a sense of community. You'll be working across several locations, liaising with key partners, supporting and motivating the team, and ensuring resources and equipment are in place to provide excellent customer service and student experience for new international students. You'll also help to improve the experience of UK students and inspire all students to take part in Global Community activities.

Summer Information/Global Community Coordinators supervise the team providing welcome, information, social and cultural support for international students taking summer Language Centre courses in preparation for starting an undergraduate or postgraduate programme.

Information, Registration and Global Community Coordinators (autumn service) supervise the running of the International Student Information and registration points and Global Café and other social activity, enabling the Information Assistants, Accommodation Assistants and Global Community Assistants to deliver correct information, support and hosting for new students.

Meet and Greet Coordinators (autumn service) supervise the running of the Meet and Greet service, enabling the Meet and Greet Assistants at Leeds Bradford Airport and Leeds Train Station to deliver effective arrival support to new students.



What does the role entail?

As a Welcome Team Coordinator, general duties will include:

- Being a representative of the University of Leeds;
- Contributing to and delivering training, and setting standards for the Welcome Team Assistants;
- Ensuring that you and the team give appropriate information and support with settling in, orientation, and start-up tasks, and that the team treats students in a positive and respectful manner and refers effectively to other sources of assistance as required;
- Ensuring that you and the team provide effective organisation, hosting, facilitation and promotion for orientation, social and cultural activities;
- Supervising the team of assistants working in a range of environments, including briefing and motivating staff, ensuring shift changeovers run smoothly, timesheets are completed accurately, breaks are being taken correctly, health and safety requirements are complied with, allocating work and arranging shift changes;
- Managing the demand for services and overseeing the allocation of assistants and students to relevant services and activities;
- Liaising with other Coordinators, Assistants, International Student Office, Student Operations teams and other internal and external partners, updating and consulting them in a timely manner to ensure the smooth running of the service;
- Facilitating good communication within the team;
- Leading the team to confidently manage groups of students effectively in a range of environments, including queue-handling in busy and crowded spaces, and escorting students to different locations;
- Ensuring that team members are following the set standards and health and safety instructions. Reporting any performance issues, concerns or incidents/near misses to the Event Manager in the International Student Office, as appropriate;
- Coordinating the setting up and tidying of customer service and event areas including furniture, equipment, information materials including maintaining and replenishing stock, refreshments and clearing up at the end of the day;



- Providing general assistance and clerical support to International Student Office and Student Operations staff, including producing or updating Word and Excel documents and carrying materials and equipment;
- Contributing to feedback at the end of the service to be used for evaluation.

As a **Summer Information/Global Community Coordinator** your main duties will also include:

- Supporting students moving in to University accommodation;
- Working with International Student Office, Language Centre and Leeds University Union staff to deliver a positive student experience;
- Supporting students who need to prepare for their visa application;
- Accompanying students on excursions;
- Attending training sessions for personal and professional development.

As a **Meet and Greet Coordinator** your main duties will also include:

- Keeping in regular phone contact with the Meet and Greet Assistants at the arrival points to monitor the progress of arrivals;
- Answering queries from staff and incoming international students at arrival points, liaising with the Accommodation Service, halls of residence, the International Student Office and other partners as required;
- Liaising with taxi companies in relation to the student transport service agreed between the International Student Office and companies;
- Liaising with the staff at the arrival points, Meet and Greet base, the Accommodation Service, and local hotels and private sector providers to ensure students have accommodation for their first night.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.



What will you bring to the role?

As a Welcome Team Coordinator you will have/be:

- Experience of being an active, supportive and reliable member of the Welcome Team or similar role, with evidence of providing excellent customer care, taking initiative and completing tasks independently to achieve team aims;
- The ability to supervise and motivate others to provide the best support possible;
- Enthusiastic about making a positive impact on new students and building relationships with people from different cultural backgrounds with the ability to understand their needs and provide or signpost appropriate support;
- The ability to build rapport with others and develop positive relationships with students, staff and other contacts;
- An interest in activities outside of studies and ability to act as a positive ambassador for the University and city, and to actively promote opportunities to students and encourage participation;
- A proactive approach to problem-solving, with the ability to respond flexibly and positively in busy, changing or unexpected situations;
- The ability to work independently under pressure and prioritise conflicting demands in order to provide the best service and support possible, using effective and timely communication to share information with others as needed;
- Excellent communication and presentation skills, with the ability to explain complex systems to groups or individuals in a clear and succinct way, and to communicate effectively with people whose first language is not English;
- The ability to work variable hours including evenings and weekends.

You may also have/be:

- Experience of leading or supervising a team and monitoring quality of service;
- Experience of living or studying abroad;
- Experience of office tasks such as data entry, filing, drafting documents, online research and photocopying;
- Prepared to help carry luggage and equipment (after manual handling training).



How to apply

You can apply for these roles online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the posts further or for any queries you may have, please contact:

Holly Ingram, Projects and Activities Assistant

Tel: +44 (0)113 343 7392

Email: internationalwelcome@leeds.ac.uk

Additional information

Hours of work will be varied daytime, evening and weekend shifts, up to 35 hours per week for the Summer roles and between 15 and 50 hours per week for Welcome Team Assistants working in September/October, depending on the role.

Interviews are expected to be held 27 April - 6 May 2020 and can be arranged using Skype, if needed.

Opportunity to attend an application workshop

If you're excited by this role, give yourself the best chance of being selected. Come to a workshop to find out how to make a strong application. The workshop will help you understand the application process and how to demonstrate to us why you should be selected for one of these roles. It will be especially helpful if you haven't applied/been selected for a role at the University before.

The Welcome Team Application Workshop is on **Friday 20 March 2020, 10.30 - 12.00 at the Careers Centre. Book your place on the workshop at:**

<https://mycareer.leeds.ac.uk/leap/event.html?id=6893&service=Careers+Service>



If you can't attend the workshop but would still like some advice on your application, the Careers Centre drop-in service is open every weekday, 14.00 - 16.00 (there is no need to book an appointment).

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be made in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

