



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

Study Abroad Assistant, Study Abroad Office



**Salary: Grade 4 (£18,777– £21,585 p.a.)**

**Reference: SESSP1148**

## **Study Abroad Assistant**

### **Study Abroad Office, Student Education Service**

**Are you committed to delivering an exceptional student experience? Are you looking for a challenging role which enables you to work across a diverse range of activities? Do you have strong communication and organisational skills?**

You will provide high level administrative support to a busy student-facing team managing all aspects of student study abroad exchanges at the University. You will assist with all student-facing opportunities and also provide support to the wider Study Abroad Office, in response to anticipated growth in the number and range of international opportunities offered to our students.

You will provide support to incoming and outgoing exchange students, work with representatives and exchange partners to maintain relationships and to provide effective support to students during their exchange period. You will also provide support to the Leeds International Summer School (LISS) which provides international students a taster experience of studying at the University and life in the UK and events such as, promotional fairs, open days and workshops as well as co-ordinating communications and publicity activities.

You will be a strong team player who is flexible, highly organised and has a commitment to providing a quality service. You will have excellent communication, interpersonal and organisational skills and be able to work under pressure.

### **What does the role entail?**

As a Study Abroad Assistant your main duties will include:

- Organising visits from international partner institutions, fee-paying recruitment agents and prospective new partner representatives including room and catering booking, arranging campus and accommodation tours, preparing briefing packs, coordinating gifts and undertaking follow up evaluations after each visit;
- Advising outgoing students interested in studying abroad about the different programmes available to them including Erasmus and Worldwide exchanges and about the admissions processes;





- Coordinating the collation of documentation from students and the sending of application material to partner universities on behalf of the University;
- Coordinating the process of collating feedback from students on placements and obtaining transcripts from outgoing students at the end of their placement and providing these to Schools;
- Coordinating and regularly updating the Erasmus Online Linguistic Support for outgoing students ensuring the relevant students have access to the system and services it provides;
- Promoting exchange opportunities to Leeds students (which may include producing promotional materials, disseminating information to Schools, updating the website, VLE and social media and assisting at events such as an annual study abroad fair);
- Assisting with the LISS selection process including collating the necessary data for the selection committee to use during the selection process, communicating the outcomes and collating student feedback;
- Facilitating work with Schools and services across the University including keeping records up to date with Study Abroad Coordinator and administrative changes and arranging relevant training or meetings with School contacts;
- Managing an email account used by all outgoing students, coordinators and others by by categorising emails appropriately;
- Acting as a first point of contact for general enquiries, giving appropriate advice or support and signposting where necessary;
- Ensuring office filing systems are kept up to date and reorganising where necessary, maintaining notes on outgoing operational processes;
- Maintaining accurate and up-to-date student records using Banner, generating queries and reports in Access and creating detailed spreadsheets in Excel;
- Contributing ideas and suggestions for improvements to processes and procedures at team meetings and attending working groups, training courses and national conferences as required;
- Assisting with events for example cross team events, promotional fairs, open days, international student welcomes, team functions etc. as required.

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 Study Abroad Assistant you will have:

- Previous experience of working in student support or customer service;
- Good numeracy skills;
- Good IT skills including proficiency in Outlook, Word and Excel;
- Excellent administrative and organisational skills with a keen eye for detail;
- Excellent communication and interpersonal skills and an ability to communicate effectively in all mediums to a wide variety of stakeholders, including being sensitive to people from different cultural backgrounds;
- An ability to work under pressure and prioritise workloads with multiple deadlines;
- An ability to work independently and work well as part of a team;
- A willingness to work flexibly, including out of hours and at weekends when needed with advanced notice;
- A commitment to learning and developing skills required for the role.

You may also have:

- Experience of working or studying abroad;
- Experience of using social media platforms for personal and/or professional use;
- Confident presentation skills for working with students and/or staff using applications such as PowerPoint.

## How to apply

You can apply for this role 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 post further or for any queries you may have, please contact:



## **Greg Miller, Head of Student Placement**

Tel: +44 (0)113 343 1058

Email: [g.d.miller@adm.leeds.ac.uk](mailto:g.d.miller@adm.leeds.ac.uk)

## **Additional information**

### **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](mailto: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, in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

