Post Title: Global Mobility Officer (Inbound)  
School/department: Global Engagement (Communications, Marketing and Advancement Division)  
**Hours:** Full time / 36.5 hours. Requests for flexible working options will be considered (subject to business need).  
**Contract:** Permanent  
**Reference:** 5601  
**Salary:** starting at £30,046 to £33,797 per annum, pro rata if part time  
**Placed on:** 11 June 2021  
**Closing date:** 25 June 2021. Applications must be received by midnight of the closing date.  
**Expected Interview date:** TBC  
**Expected start date:** TBC  

**This vacancy is only open to those currently employed by the University**

We are seeking to appoint an experienced officer to work in the Global Mobility (Sussex Abroad) team in Global Engagement. This is an exciting time to be joining the Global Mobility team as we build on our strong track record of bilateral student mobility and continue to grow our fee-paying visiting Study Abroad offer.

The successful applicant will be required to undertake a variety of operational, promotional and supervisory tasks which include:

- coordinating admissions of incoming Visiting and Exchange student applications to Sussex from all our global partnerships  
- overseeing general administration of the study abroad programme for incoming Visiting and Exchange students  
- working closely with Schools and other professional services teams to ensure that Visiting and Exchange students receive the same level of support and excellent student experience at Sussex  
- acting as the operational and promotional contact for overseas partner universities, third party providers and agents, and advising on all aspects of the Study Abroad programme at the University of Sussex  
- developing a social media and student engagement programme that supports building student recruitment of fee-paying visiting students and enhances the student experience  
- supporting the Head of Global Mobility in the development and governance of partner mobility agreements  
- supervising the two Study Abroad Assistants in the inbound part of the Global Mobility team  

Please contact Rohan McCarthy-Gill R.D.Mccarthy-Gill@sussex.ac.uk for informal enquiries.

For full details and how to apply see our [vacancies page](#).  

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*
2. **The School / Division**

Please find further information regarding the Global Engagement office at: https://www.sussex.ac.uk/global-engagement/

3. **Job Description**

Job Description for the post of: Global Mobility Officer (Inbound)

**Department:** Global Engagement (Global Mobility)

**Section/Unit/School:** Communications, Marketing and Advancement Division

**Location:** Hastings Building

**Grade:** 6

**Responsible to:** Head of Global Mobility

**Responsible for:** 2 x Study Abroad Assistant (Inbound)

**Purpose of the post:**

The Global Mobility Officer (Visiting and Exchange students) oversees general administration of the Study Abroad programme for incoming international visiting and exchange students. Responsibilities include the admissions process for visiting and exchange (V&E) students to Sussex, Erasmus+ requirements for incoming Erasmus+ students, and working closely with Schools, internal units and Head of Global Mobility to ensure that visiting and exchange students receive the same level of support and excellent student experience at Sussex.

**Key responsibilities:**

1. **Coordinating admissions of incoming Visiting and Exchange (V&E) student applications to Sussex from all our global partnerships**
   
   - Admissions of incoming V&E student applications;
   
   - Working with visa compliance staff members at Sussex, ensuring that admissions and administration of V&E students is compliant with regard to UK Visas and Immigration (UKVI) policy, and adapting processes as necessary to be compliant. This includes production of Confirmation of Acceptance for Studies (CAS) and accompanying CAS statement for V&E students;
   
   - Liaising with the V&E academic advisers and administrative contacts in schools regarding module availability, allocation, pre-requisites, V&E processes and induction and orientation meetings and support in schools;
   
   - Working closely with colleagues in Academic Development and Quality Enhancement and in School offices to ensure that Exams and Assessment procedures for V&E students are suitable;
• Providing the Head of Global Mobility and the Head of Global Engagement, with regular reports on various aspects of study abroad programme management; processes/systems developments; partner/student performance; student numbers;

• Assisting with the welcome and induction programme for V&E students at the start of the Autumn and Spring semesters arranged by International Student Support unit; organising separate welcome sessions in liaison with Schools and social events for V&E students throughout the year;

• Working with partner universities/incoming students to establish potential student ambassadors to help with student meetings, focus groups, events and promotion of Sussex to their home students on return home;

• Working closely with Student Support Unit and Sussex Centre for Language Studies to collaborate on and promote, schemes such as the Buddy Scheme, and language cafe.

2) Providing information and promotion of study abroad at Sussex

• Advising prospective V&E students, and partner universities, on all aspects of inbound study abroad at the University of Sussex, including giving detailed information on programme content, admissions requirements, student support services, and practical information and pre-departure information;

• Liaising with service and support units on campus with regard to V&E students to ensure their needs are understood;

• In liaison with colleagues within the Communications, Marketing and Advancement Division, developing and co-ordinating effective digital and physical marketing collateral and promotion through social media for the study abroad programme at Sussex, including website, brochures and flyers for use in the promotion of the programme;

• Developing a social media programme that supports building student recruitment of fee-paying visiting students;

• Overseeing Sussex’s representation at partner and agents’ study abroad fairs, which may include virtual and in-person attendance abroad;

3) Holding responsibility for admissions to the fee-paying Visiting and Junior Year Abroad (JYA) programmes

• Acting as first point of contact for institutions, agents and students who wish to attend or send students to Sussex via these programmes;

• Working closely with the Sussex Centre for Language Studies (SCLS) to co-ordinate admissions of students onto the pre-sessional English language options of the study abroad programme, including issues around housing and visa requirements and advice;

• Contributing to the development and maintenance of relationships with agents who send students to this programme;
• Working closely with colleagues in the International Office who deal with international recruitment from key sending countries.

4) Relations with international institutions and exchange partnerships

• In conjunction with the Head of Global Mobility, and regional Global Mobility Officers in the Outbound part of the Global Mobility team, playing a key role in maintaining current exchange partnerships;

• Ensuring regular communications and updates to partners about Sussex and the V&E programme, including module and course developments and extra-curricular activities on campus;

• Liaising with current partners regarding their students applying to Sussex, to help manage students’ academic programme requirements and additional support requirements and ensure smooth-running of individual exchanges;

• Liaising with the Outbound part of the Global Mobility team, and partner institutions about exchange quotas, and keeping the exchange in balance;

• Arranging programmes of physical visits and virtual meetings to Sussex by representatives of partner institutions; working with the Global Partnerships team where applicable for joint visits;

• Supporting the Head of Global Mobility in the development and governance of partner mobility agreements, including maintaining agreement information in relevant databases and systems;

• Identifying opportunities for developing new collaborations with overseas partners; evaluating and responding to approaches from prospective partners;

• Liaising regularly and working closely with members of the Global Engagement team and the International Office to build strong relationships with overseas partners and ensure that relationships are well maintained.

5) Student liaison and support

• Liaising with and signposting to relevant other teams for V&E students who may be needing assistance and support;

• Stepping in as a key lead when a more involved approach to assisting and support students is necessary, including helping to resolve problems with other units or Schools and liaising with the partner university as appropriate. This is particularly important where issues may impinge on the University’s relations with its partner institutions.

6) Evaluation of the student experience at Sussex for V&E students

• Developing and implementing systems to regularly obtain feedback from V&E students before they return home, on services at Sussex, and academic teaching, learning and support; and integration into Schools, and into student life;

• Working closely with other units on campus, such as International Student Support, to identify and gather feedback from V&E students.
7) Finance and Housing liaison

- Working closely with Finance and Housing Offices on invoicing partner universities (for fee-paying students) and coordinating the provision, promotion and application to V&E students of University-managed housing.

8) Staff and Resource Management

- Supervising the workload of the two Study Abroad Assistants (Inbound), including day to day workload allocation and support, conducting work reviews, and identifying staff development and training needs.

9) Other Duties

- Representing the University at conferences, exhibitions, and training and professional association meetings (e.g. British Council, BUTEX, HEURO, UUKi events);

- Deputising for the Head of Global Mobility from time to time during their absence from the University

- Contributing to cross-office and division projects and to undertake any other relevant duties as required by the Head of Global Mobility or Head of Global Engagement.

4. Person Specification

Person Specification

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed. Because of the wide variety of activities in which the Global Mobility team is involved, the Global Mobility Officer (Inbound) may be asked to perform other tasks according to experience and ability.
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<tr>
<th>Knowledge and Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Degree, or equivalent qualification, or significant professional experience</td>
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<tr>
<td>Experience or knowledge of international student exchanges or other student placement activities</td>
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<td>Experience of studying or working abroad</td>
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<td>Significant experience of working in an administrative role in higher education</td>
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<td>Experience of working with overseas institutions or bodies</td>
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<td>Working knowledge of Information Management Systems for Study Abroad applications and partnerships (such as Terra Dotta or MoveON)</td>
<td>✓</td>
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<td>A high level of cultural awareness and sensitivity in both a student advising and business relationship management capacity</td>
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<td>Administration</td>
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<td>Substantial administrative experience, including experience of streamlining and improving administrative systems</td>
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<td>Experience of managing staff, including recruitment, selection and review</td>
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<td>Excellent organisational skills and ability to manage various tasks concurrently in a busy environment</td>
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<td>Proven ability to work effectively to deadlines</td>
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<td>Experience of handling complaints and crises</td>
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<td>Experience of budgets or student finances</td>
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<td>Communication</td>
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<td>Excellent written communication skills, including good attention to detail and accuracy</td>
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<td>Experience of providing advice and information to different audiences, (such as students, academic faculty, management)</td>
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<td>Knowledge or interest in languages</td>
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<td>Experience of creating promotional materials for specific target groups</td>
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<td>Experience of social media coordination</td>
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<td>Teamwork</td>
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<td>Experience of working independently and as part of multifunctional teams and ability to foster good relations with a range of colleagues within and outside the institution</td>
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<td>Personal Attributes</td>
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<td>Evidence of a customer focused approach, and commitment to providing a high quality student experience</td>
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<td>Demonstrate initiative and be proactive in adopting an active approach to problem solving, identifying opportunities and solutions</td>
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<td>Willingness to work flexibly, including unsocial hours, weekends and evenings, when required</td>
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<td>Commitment to learning and developing skills required for the role</td>
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<td>Ability to exercise sound judgement</td>
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<td>Willingness to travel for short periods overseas</td>
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<td>IT Skills</td>
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<td>High level of ability in the use of IT, including use of applications such as Excel, PowerPoint and Word</td>
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