



## 1 Advertisement

**Post Title:** Global Programmes Officer

**School/department:** Global Engagement (Division of Communications, Marketing and Advancement)

**Hours:** Full time or part time hours considered up to a maximum of 1 FTE / 36.5 hours  
Requests for flexible working options will be considered (subject to business need).

**Contract:** Fixed term for 2 years

**Reference:** 6562

**Salary:** starting at £26,341 to £30,497 per annum, pro rata if part time

**Placed on:** 13 September 2021

**Closing date:** 04 October 2021. Applications must be received by midnight of the closing date.

**Expected Interview date:** To be confirmed

**Expected start date:** 1 November 2021

The Global Programmes Officer will support the operational management and delivery of Global Programmes, including summer schools and short course programmes. They will provide operational support to the Head of Global Programmes to drive through opportunities related to:

- Reputation building – Supporting the development, communication and implementation of an Internationalisation at Home strategy;
- Income generation – Identifying, developing and managing income generating opportunities, programmes and projects that arise from the Internationalisation strategy;
- University Summer Programme strategy – supporting the University meet its strategic summer goals
- Student experience – building 'global' into how we think and what we do – to help facilitate a globally-aware student body

The post holder will work collaboratively with the Global Programmes team and wider Global Engagement colleagues to oversee the effective planning, implementation, delivery and development of Global Programmes

Please contact Ian Fielding, Head of Global Programmes ([i.fielding@sussex.ac.uk](mailto:i.fielding@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 school/division at [Global engagement : University of Sussex](#)

## 3. Job Description

<b>Job Description for the post of:</b>	Global Programmes Officer
<b>Department:</b>	Global Engagement
<b>Section/Unit/School:</b>	Division of Communications, Marketing and Advancement
<b>Location:</b>	Hastings Building, University of Sussex
<b>Grade:</b>	5
<b>Responsible to:</b>	Head of Global Programmes
<b>Responsible for:</b>	Temporary/seasonal support staff including agency and student workers.

### Key Responsibilities

#### Operational and business planning

- Coordination of key administrative functions and business processes; working to secure their ongoing enhancement
- Provision of professional marketing and communication research, insight, and guidance to Head of Global Programmes to assist with the direction and operational planning of Global Programmes

#### Staff management and development

- Coordination and management of temporary/seasonal support staff to ensure that Global Programme objectives and deliverables are on track to meet agreed timelines and priorities
- Assisting with the management of agency and student workers.

#### Business and administrative processes

- Continual development and refinement of application, admissions and enrolment processes including meeting agreed timeframes, turnaround times and deadlines
- Enquiry management for applications, admissions and enrolment. Coordinating communications; to ensure key programme information is communicated effectively
- Coordination of data entry
- Programme administration e.g. evaluation of teaching; coordinating induction sessions
- To support the development of a positive learning and teaching experience based on programme feedback

### Working with Schools, Professional Services and student support services

- Liaise with the wider University environment, to deliver a professional programme experience; to achieve consistently high levels of student satisfaction. This will include:
  - First impressions: Enrolment experience, and orientation/welcome events
  - Campus experience: Campus activities, Social Programme, Student Union and Sports
  - Course and academic experience: Field trip excursions, course/tutor support such as course packs, online learning materials
  - Welfare: International student support services, health services
  - Accommodation: housing experience, catering

### **Partnerships and business relationship management**

- Assist with the management of university partnerships, recruitment agents and business contacts.
- To review and monitor webpages of university partners, recruitment agents and business contacts; to ensure pages are accurate and reflective of key messaging
- To work with university partners, recruitment agents and business contacts to develop effective communications for their market needs/purposes.

### **Marketing and communications**

- Ensure that all marketing and communications of Global Programmes is in line with University brand and reviewed throughout the cycle.
- Ensuring all messaging is tailored accordingly to each audience to ensure maximum impact.
- Lead on communications to programme participants relating to the programme's life cycle.
- Management of an annual plan and timeline of marketing and communications throughout the cycle, including:
  - communications: pre-/post application, pre-arrival and during delivery
  - Social media: planning and management

The post holder will be required to support necessary business processes and administration as required (based on business planning requirements and priorities).

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

## **4. Person Specification**

### **Skills / Abilities**

	Essential	Desirable
Ability to communicate effectively and adapt communication style to engage with different audiences and stakeholders	X	
Ability to effectively plan own workload to deadlines while under pressure	X	
High degree of accuracy and attention to detail, in particular with regards to data entry	X	
Ability to work as part of a flexible team	X	
Good ICT skills, in particular with regards to spreadsheets and databases		X

### **Knowledge**

	Essential	Desirable
Knowledge and understanding of HE marketing and student recruitment markets	X	
Knowledge and understanding of short course markets and importance/value to HE sector	X	
Knowledge and understanding of student mobility, university partnerships and international/global engagement in the HE sector	X	
Knowledge of student recruitment strategies and approaches , including application and admissions		X

### Experience

	Essential	Desirable
Experience of student recruitment marketing	X	
Experience of event management, planning and delivery - for example social programme, enrolment and orientation events	X	
Experience of writing, planning and producing marketing materials and/or communication plans	X	
Social media planning and management		X
Experience of planning and undertaking student feedback processes and qualitative and quantitative surveys approaches		X
Management of databases, mailing lists and data entry		X
Management of temporary staff and casual student workers		X

### Personal attributes and circumstances

	Essential	Desirable
Commitment to providing high levels of service to students and staff	X	
Ability to deal sensitively with challenging situations e.g. work conflict, student anxiety/complaints	X	
Positive 'can-do' attitude, inventive solution finder to new and challenging problems	X	
Willingness to instigate technological solutions to tasks to work smartly and increase efficiency	X	
Commitment to continuous self-improvement and taking initiative to up-skill wherever possible	X	