



Global Experience Administrator – Job Description

POSITION OVERVIEW

Department	Global Experience Team
Location	London
Term	Full-time; permanent
Salary	£25,000 per annum
Benefits	Generous benefits package including 25 days holiday allowance (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	July 2021
Reports to	Global Experience Manager

As Academic Services Administrator (ASA), you will form part of the Global Experience Team, providing timely and efficient support to the mobility student body, faculty, and other related departments to ensure the College provides an exceptional student experience.

DUTIES AND RESPONSIBILITIES

- Providing efficient and professional administrative support to the Global Experience Manager and general clerical support to the department.
- Supporting the various one and two-semester programmes, including programme administration, extra-curricular and co-curricular activities, event administration, Orientation etc.
- First point of contact for day-to-day student and faculty queries, including Canvas (Virtual Learning Environment) administration, Oyster card scheme, campus access, onboarding and offboarding processes.

GLOBAL EXPERIENCE ADMINISTRATOR JOB DESCRIPTON

- Coordinating departmental meetings, including liaising with counterparts at partnership institution, minute taking, following up on actions etc.
- Collaborate with the Global Experience Team to develop and implement an effective communication strategy.
- Plan and create engaging and creative content for social media channels.
- Point of contact for visiting officials from partnership institution, including the coordination of a site-visit schedules, campus access and tours etc.

OTHER DUTIES

- Occasional travel and work in unsociable hours will be required.
- To familiarise, keep updated and comply with all College policies and regulations (e.g. Academic and Programme Handbooks, Staff Handbook, Health and Safety, Data Protection etc.).
- Developing and maintaining excellent working relationships with staff, partnership colleagues, and students.
- Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training and as instructed by the Global Experience Manager or other management.
- Foster a positive work environment with a good team spirit, including the wider support teams, with student experience at the forefront of all efforts.

QUALIFICATIONS AND EXPERIENCE

Person Specification	Essential/ Desirable
Education, Qualifications and Training	
Undergraduate degree	D
Experience	
Experience of working in an administrative role within the education sector	E
Experience of working in a customer service role	E

GLOBAL EXPERIENCE ADMINISTRATOR JOB DESCRIPTON

Personal experience and interest in social media, blogging, content creation etc	E
Experience of working in a communication role & use of social media	D
Experience of working with student mobility programmes (study abroad)	D
Experience of working within a team	E
Knowledge, Skills and Abilities	
Good written communications and strong interpersonal skills to deal with individuals at various levels	E
Excellent IT skills, including Excel, Word,	E
Experience of using CELCAT, Canvas and Google platforms	D
Well-organised and able to prioritise and work under pressure	E
Ability to deal with highly sensitive and confidential matters	E

Please note there will be competency-based tests at the interview, which will require no preparation.

APPLICATION PROCESS

Applications should be made via [this link](#) by 20.00, 21 May 2021. Please reference your application "GE0421". Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. We are not able to provide Tier 2 Sponsorship for this role.