

JOB DESCRIPTION
Study Abroad Assistant
Vacancy Ref: N486

Job Title: Study Abroad Assistant	Present Grade: 4S
Department/College: International Office	
Directly responsible to: Deputy Director, International Office	
Supervisory responsibility for: N/A	
<p>Other contacts</p> <p>Internal: Faculties and Departments, including Study Abroad Advisers Central Services' sections especially Accommodation and Student Registry Other sections in Marketing and External Linkages</p> <p>External: Students and Partner institutions overseas Prospective students Travel providers</p>	
<p>Job Purpose: To provide administrative support for Lancaster University's Study Abroad Programmes*</p> <p>Major Duties:</p> <ul style="list-style-type: none"> • To provide a high level of customer service and act as a key point of contact for incoming Study Abroad* students • To provide administrative support for Study Abroad* students during the recruitment and admissions process, and during their study period at Lancaster University • To provide administrative support for the University's recruitment activities in specified overseas countries <p>Job Description</p> <p><i>Study Abroad Programme: 90% of post, overseas recruitment: 10% of post</i></p> <ol style="list-style-type: none"> 1. To initiate and maintain regular communication (by telephone, email or face to face) with Study Abroad students, partner institutions and other external organisations at all stages of the recruitment cycle – from initial enquiry to application, registration and during their study period at Lancaster offering a high level of customer service. 2. To facilitate the admissions and student records processes for Study Abroad students. 3. To maintain and develop the admissions and student records systems for Study Abroad students. 4. To respond to enquiries from prospective students, partner university staff and external organisations in a timely manner. 5. To organise events such as Course Registration and Orientation (in October and January) for Study Abroad students. 6. To update Study Abroad web pages as directed. 7. To ensure relevant work is dealt with when International Office staff are overseas. 	

8. To provide administrative support to the Study Abroad Manager in relation to outgoing Lancaster University Exchange students.
9. To provide support for University staff who travel overseas on behalf of the International Office, including booking exhibitions and the dispatch of promotional materials.
11. To make arrangements for visitors to the University – including prospective students, their parents, University representatives and key contacts from partner institutions. Duties may include undertaking campus tours, arranging transport and accommodation.
12. To undertake any other duties appropriate to the grade of the post as required by the Director and Deputy Director of the International Office.

****In this context, Study Abroad includes:***

- incoming fee paying students
- incoming exchange students
- incoming Erasmus students
- outgoing Lancaster students
- students from Brazil on the Science without Borders Programme
- transfer and Study Abroad students from Lancaster University's International Teaching Partners

May 2013