

**JOB DESCRIPTION**

Vacancy reference: 0795-24

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| **Job Title:** Global Experiences Manager | **Present Grade:** 7 |
| **Department/College:** External Relations |
| **Directly responsible to:** Head of Global Experience and Mobility |
| **Supervisory responsibility for:** Global Experiences team members |
| **Other contacts**  |
| **Internal:** * Senior managers in External Relations
* Study Abroad Advisers and administrative staff in departments
* Lancaster students
* Faculty and departmental academic and administrative staff
* Departments across External Relations
* Other sections in Professional Services, e.g. Communications and Marketing, Registry, Finance, Accommodation, International Student Advisory Service, Alumni and Development Office, etc.
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| **External:**  * British Council
* UUKi
* Funding bodies
* Staff at partner institutions
* Students and their families from partner institutions
* Families of current students
* Study Abroad staff at other UK HEIs
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| **Job Purpose:**The Global Experiences Manager will contribute to the achievement of the University’s internationalisation strategy, including summer schools, study abroad and mobility targets by ensuring that an efficient and high level of service is delivered to outgoing and incoming students, and related stakeholders.Reporting to the Head of Global Experience and Mobility, the post holder will manage the development and operations of summer schools, study abroad, short-term global opportunities and digital projects to internationalise the Lancaster students’ experience – to include off and on campus initiatives.The post holder will ensure that effective promotion of all mobility opportunities reaches current Lancaster students and the open market, ensuring maximum annual take up of short and long-term opportunities.**Major Duties:*** Effective management and delivery of student mobility programmes including summer schools, off-campus initiatives, internationalisation activities and other defined areas of responsibility and assigned projects.
* Managing assigned budgets and allocating resources to achieve value for money and meet the strategic and operational University objectives.
* The effective, safe and legal management of students and staff including; recruitment and selection, induction, project delivery and evaluation.
* Leading the team of direct reports to achieve agreed student engagement and satisfaction targets.
* Actively seeking student voice (feedback) within areas of responsibility / operations to inform the development of student mobility and internationalisation activities with the aim of increasing student engagement and satisfaction.
* To network and collaborate with key stakeholders to develop relationships that further the internationalisation aims of the University.
* To support Lancaster’s aims of becoming an internationally significant university, undertaking competitor and opportunity analysis, consideration of possible funding sources, and future project design.
* Responsible for quality assurance; ensuring effective review and evaluation of projects and their outcomes. Ensuring necessary actions are taken to meet specifications and continuously improve activity.
* To identify and support the securing of funding for designated project activities, as appropriate.
* To coordinate marketing of student mobility opportunities, including both digital and printed channels – and periodic research projects.
* Ensuring effective communications of project aims, objectives, processes and issues to academic and non-academic staff, student bodies, partner organisations and the wider community.

**Other Duties:*** Any other duties commensurate with the grade of the post as may reasonably be required by the post holders’ Line Manager and Associate Director Global Engagement.
* To represent Lancaster University at external conferences, meetings and events in the UK.
* Organise and undertake overseas travel in support of the development of global opportunities.
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