

JOB DESCRIPTION

Vacancy Ref:

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| <b>Job Title:</b> Global Experiences Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Present Grade:</b> 6S |
| <b>Department/College:</b> External Relations, Global Engagement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                          |
| <b>Directly responsible to:</b> Global Experiences Manager and Head of Global Experience and Mobility                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                          |
| <b>Management responsibility for:</b> Global Experiences Coordinator(s) and/or Assistant(s) and student staff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |
| <b>Other contacts</b><br><br><b>Internal:</b> <ul style="list-style-type: none"> <li>• Global Engagement team</li> <li>• Undergraduate and Postgraduate students</li> <li>• Departmental staff and academics</li> <li>• Other sections in Professional Services e.g. Registry, Funding, Accommodation</li> </ul> <b>External:</b> <ul style="list-style-type: none"> <li>• Lancaster University's overseas partners</li> <li>• Students and families</li> <li>• Other Higher Education Institutions</li> <li>• Student mobility organisations e.g. Butex, HEURO, British Council</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                          |
| <b>Job Purpose:</b><br><br><p>The Global Experiences Officer will contribute to the achievement of the University's global and strategic targets by ensuring that an efficient and high-quality service is delivered to incoming and outgoing students and related stakeholders. This role involves managing student mobility projects, including an initial focus on inbound <a href="#">Global Summer Schools</a> and short-term visiting programmes, identifying and monitoring global partnerships, and promoting opportunities to prospective students, providing excellent customer service throughout.</p> <b>Major Duties:</b><br><br><b>1. Administration</b> <ul style="list-style-type: none"> <li>• Manage and develop systems, processes and resources for student mobility projects, including Global Summer Schools and short-term visiting programmes, to ensure effective administration of applications, offers and student support from programme orientation through to departure.</li> <li>• Support the strategic development of the Global Experiences team and its mobility projects, ensuring compliance with partnership agreements and maintaining accurate records.</li> <li>• Collect, analyse and report on feedback and evaluation data, using insights and feedback to inform future programme development.</li> </ul> |                          |

- Liaise with international partners to facilitate mobility programmes and maintain strong relationships.

## 2. Student Engagement

### • Incoming students

- Manage student engagement throughout the promotion and application cycle, with an initial focus on Global Summer Schools and short-term visiting programmes.
- Manage and deliver the student welcome and orientation schedule for Lancaster student mobility programmes and activities.
- Design and deliver an exciting programme of activities for students visiting Lancaster through mobility programmes.
- Monitor credit loads and ensure students are enrolled on a suitable study plan.
- Coordinate events and activities that showcase the Lancaster experience.

### • Outgoing students

- Work to promote global opportunities to prospective students at events including Open Days, Offer Holder Events, online information sessions and school visits.
- Work with colleagues in departments and professional services to facilitate maximum engagement with Lancaster's global opportunities. This will include presentations, promotion and coordination of events, management of resources and drop-ins.
- Develop and deliver a series of initiatives and events to engage students and support their preparation for mobility programmes.
- Develop and deliver support for students' transition back to Lancaster University.

## 3. Stakeholder Engagement and Communication

### • Internal

- Develop productive relationships with colleagues across the University in departments and Professional Services and work with the Global Experiences Manager to provide advice and expertise relating to student mobility.
- Support Study Abroad Advisors and Administrators by providing advice on credit load, student welfare, allocations, nominations and eligibility through 1:1 meetings, email correspondence, advisor training.

### • External

- Work with the Global Experiences Manager and/or Head of Global Experience and Mobility to maintain and develop relationships with Lancaster's overseas partners, including occasional overseas visits to partners.
- Work with overseas partners to deliver excellent customer service, identify development opportunities and support the growth of Global Summer Schools and short-term visiting programmes.
- Communicate with overseas partners in relation to incoming and outgoing students' welfare including academic progress.
- Manage balances and negotiate exchange places and scholarship opportunities with overseas partners.
- Engage with students' families where appropriate on specific aspects of the Study Abroad Programme.

#### **4. Other Duties**

- Contribute to the strategic development of the Lancaster student mobility programmes, including the Global Summer Schools, through the development of specific strategies, campaigns and projects to meet targets.
- Represent Lancaster University at external conferences, meetings and events in the UK and occasionally overseas.
- Undertake any other duties appropriate to the grade of the post as required by the Head of Global Experience and Mobility and/or the Director of Global Engagement.
- Participate in Lancaster's internal working groups, as appropriate.