

JOB DESCRIPTION
Global Experiences Coordinator
Vacancy Ref:

Job Title: Global Experiences Coordinator	Present Grade: 5S
Department/College: External Relations, Global Engagement	
Directly responsible to: Global Experiences Officer	
Supervisory responsibility for: Student and seasonal staff	
Other contacts Internal: • Global Experiences team • Faculties and Departments, including Study Abroad Advisors • Professional Services including Finance, Student Registry and Student Support teams • Other sections in External Relations, including Marketing and International Recruitment External: • Staff at partner institutions • Students and their families from partner institutions • Families of current students • Staff at other UK HEIs, Embassies, British Council • Funding providers	
Job Purpose: The Global Experiences Coordinator will contribute to the achievement of the University's Strategic Goals by ensuring that an efficient and high-quality service is delivered to incoming and outgoing students, visitors and related stakeholders. The role holder will provide system, event and process support for Global Experiences student mobility programmes, with an initial focus on students participating in our summer programmes, acting as a key point of contact for incoming and outgoing students. The role holder will also provide administrative support to the Global Experiences team. Major Duties: Summer Programmes • To support the planning and delivery of summer schools at Lancaster, including incoming credit-bearing programmes and outgoing cultural opportunities • To maintain the systems and processes required for the administration of summer school applications and fees. • Provide comprehensive support to participating students before, during, and after their programme, responding to queries, facilitating orientation activities and signposting students to relevant University support services where necessary. • To ensure that all required documentation for outgoing students is complete in accordance with the guidance from external funding agencies, Widening Participation Advisory Group and other internal funding guidelines. • To support the delivery of pre-departure training for students engaged in short programmes. • To maintain and update the team's mobility database with programme agreements and international contacts and to support other Global Engagement team databases as necessary.	

- To liaise with the Global Experiences Officer, the Global Experiences Manager, the International Partnerships team and departments to process the renewal or establishment of exchange agreements.

Other duties:

- To respond to queries from incoming and outgoing summer school and Study Abroad students in person, by phone and by email.
- To support the application, admissions, arrival and module enrolment processes and the production of transcripts for incoming students.
- To provide statistical information on past and present summer school and Study Abroad students as and when requested.
- To provide administrative support to the Global Experiences team.
- To support the recruitment process to Study Abroad programmes by promoting opportunities to students at Open Days, Offer Holder Events and other events, as required by the Global Experiences team.
- To provide assistance in arranging itineraries for overseas visitors to Lancaster.
- To make administrative and logistic arrangements for overseas recruitment trips, including travel and hotel bookings and the dispatch of promotional materials.
- To undertake any other duties appropriate to the grade of the post as required by the Global Experiences Officer, the Head of Global Experience and Mobility or the Director of Global Engagement.