

JOB DESCRIPTION

Vacancy Ref:

Job Title: Global Experiences Assistant	Present Grade: 4S
Department/College: External Relations, Global Engagement	
Directly responsible to: Global Experiences Officer	
Management responsibility for: Student and seasonal staff	
Other contacts Internal: • Global Engagement team • Undergraduate and Postgraduate students • Departmental staff and academics, including Academic Course Tutors and Teaching Office staff • Professional Services e.g. Registry, Funding, Accommodation, ISS External: • Lancaster University's overseas partners • Students and families (prospective and current) • Other Higher Education Institutions • Student mobility organisations e.g. Butex, HEURO, British Council • Travel providers and external contractors	
Job Purpose: The role will work closely with the Global Experiences Officer(s) to provide administrative support for the logistics, delivery and management of the Global Experiences programme portfolio, with an initial focus on incoming Study Abroad. The Global Experiences Assistant will be a key point of contact for students and provide a high level of customer service prior to, during and after their mobility programme. Major Duties: 1. Administration • To provide administrative support to ensure the effective delivery of student mobility programmes at Lancaster. • To support the admissions and student records processes for students, including data entry, producing offer and visa letters, and transcripts. • To maintain and support processes for student admissions, student records and module enrolment. • To maintain contacts and mailing lists for Global Experiences promotional activities. • To work closely with members of the Global Experiences team to ensure the smooth delivery of the programmes, ensuring all required tasks are carried out at the appropriate times.	

2. Student Engagement

- **Incoming students**

- To initiate and maintain regular communication (by telephone, email or face to face) with visiting students, partner institutions and other external organisations at all stages of the programme cycle – from initial enquiry to application, registration and during their study period at Lancaster, offering a high level of customer service.
- To support the student welcome and orientation schedule for Lancaster student mobility programmes.
- To support the planning and delivery of an exciting programme of activities for students visiting Lancaster through mobility programmes.

- **Outgoing students**

- To provide administrative support in relation to outgoing Lancaster University mobility programmes and the participating students.
- To work with colleagues in departments and professional services to facilitate maximum engagement with Lancaster's global opportunities.
- To maintain regular communication with students participating in Global Experiences programmes and escalate academic or welfare concerns where appropriate.
- To support the delivery of activities for students' transition back to Lancaster.

3. Stakeholder Engagement and Communication

- **Internal**

- To develop productive relationships with colleagues across the University in departments and Professional Services.
- To liaise with Study Abroad Advisors and Administrators in support of student mobility programmes.

- **External**

- To work with the Global Experiences Officer to maintain positive relationships with Lancaster's global partners.
- To communicate with global partners with a high level of customer service and support in relation to incoming and outgoing students' welfare including academic progress.

4. Other Duties

- To organise and support events such as module enrolment, orientation and social activities.
- To update the Global Experiences web pages and promotional materials.
- To support the collection and administration of student data and feedback for Global Experiences activities.
- To provide support for overseas visits including booking Study Abroad Fairs, dispatching promotional materials and making travel arrangements.
- 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.