

**JOB DESCRIPTION**  
**Global Experiences**  
**Assistant**  
**Ref: N2339**

<b>Job Title:</b> Global Experiences Assistant	<b>Present Grade:</b> 4
<b>Department/College:</b> Recruitment, Admissions and International Development	
<b>Directly responsible to:</b> Global Experiences Officer	
<b>Supervisory responsibility for:</b> Student and seasonal staff	
<p><b>Other contacts</b></p> <p><b>Internal:</b>  Administrative staff in Departments  Academics Course Tutors, Academic Coordinators Professional Services' sections especially Accommodation, Student Registry, Finance, and ISS Other sections in Recruitment, Admissions and International Development  Lancaster students</p> <p><b>External:</b>  Students and Partner institutions overseas  Prospective students  Travel providers and external contractors</p>	
<p><b>Job Purpose:</b></p> <p>The Global Experiences Assistant will be a key point of contact for international summer school students and provide a high level of customer service prior to and during their study period at Lancaster University. The role will also provide administrative support for the logistics and development of the summer schools, working closely with the Global Experiences Officer and the Academic Coordinators of each programme to offer comprehensive support for the management and delivery of the summer schools.</p> <p><b>Major Duties</b></p> <p><b>1. Administration</b></p> <ul style="list-style-type: none"> <li>• To enable the effective operation of the systems and processes relating to mobility opportunities, including; the approval of applications meeting set admissions criteria, the provision of information to students and partners, producing offer and visa letters, and transcripts.</li> <li>• To maintain and develop processes for student admissions, student records and module enrolment.</li> <li>• To make arrangements for visitors to the University – including prospective key contacts from partner institutions. Duties may include undertaking campus tours, arranging transport and accommodation.</li> <li>• To maintain contacts and mailing lists for summer school promotional activities.</li> <li>• To provide administrative support to ensure the effective delivery of summer schools at Lancaster.</li> <li>• Work closely with members of the summer programmes team to ensure the smooth delivery of the programmes, ensuring all required tasks are carried out at the appropriate times.</li> <li>• Coordination of the Summer Schools student registration process.</li> <li>• Ensuring purchasing and logistic requirements are met.</li> <li>• Coordination of student administration during the delivery of the summer programmes (attendance, collection of assignments, recording of grades on the University system (LUSI), distribution of</li> </ul>	

certificates)

## **2. Student Engagement**

- **Incoming students**

To initiate and maintain regular communication (by telephone, email or face to face or social media) with applicants and students, partner institutions and other external organisations at all stages of the cycle – from initial enquiry to application, registration and during their study period at Lancaster, offering a high level of customer service.

- **Outgoing students**

To provide administrative support in relation to outgoing Lancaster University students

## **3. Stakeholder Engagement and Communication**

- **Internal**

To develop productive relationships with colleagues across the University in Departments and Professional Services.

To liaise with Academic and Administration staff in Departments.

- **External**

To work with the Global Experiences Officer to maintain and develop relationships with Lancaster study abroad partners overseas.

To work with key contacts at Lancaster University's offices and Strategic Partners overseas to support students wanting to study at Lancaster.

## **4. Other Duties**

- To organise events such as student welcome receptions, sightseeing trips and registration
- To update the summer school web pages
- To provide support for overseas visits including dispatching promotional materials and making travel arrangements.
- To undertake any other duties appropriate to the grade of the post as required by the Head of Global Engagement.