Job Title: Study Abroad Officer
Vacancy Ref: A3399

Present Grade: 6S

Department/College: Recruitment, Admissions and International Development

Directly responsible to: Global Experiences Manager

Management responsibility for: Supervisory responsibility for: Student Staff

Other contacts

Internal:
- International Partnerships Managers
- Study Abroad Advisers and Administrative staff in Departments
- Lancaster students
- Other sections in Professional Services e.g. Registry, Finance, Accommodation
- Study abroad society

External:
- Staff at partner institutions
- Students and their families from partner institutions
- Families of current students
- Study Abroad staff at other UK HEIs, Embassies, British Council

Job Purpose:
This is a project role that will meet the business needs of the Global Experiences team in the 2021-2022 academic year. This Job Description gives an overview of the role but not all responsibilities described will necessarily be required.

The Study Abroad Officer will contribute to the achievement of the University's study abroad and strategic targets by ensuring that an efficient and high level of service is delivered to incoming and outgoing students and related stakeholders. The role includes promotion of opportunities to current Lancaster students and ensuring visiting students applying to study at Lancaster are managed effectively, providing excellent customer service throughout.

Major Duties:

1. Administration
   - To manage and develop new and existing systems, processes and information resources for incoming Study Abroad students (fee paying, Erasmus+ and exchange) from application to departure, including current and potential student promotion, pre-arrival, orientation, module enrolment and general student support.
   - To manage and develop new and existing systems, for outgoing Lancaster students, from registering interest in study abroad and assisting with the drafting of partnership agreements through to departure and while overseas.

2. Student Engagement
   - Outgoing students
     - Work to promote Study Abroad opportunities to potential applicants at on campus events including Open Days, Applicant Visit Days and school visits.
• Working with colleagues in departments and professional services to facilitate maximum take up of registered students on campus to study abroad. This will include presentations, promotion and co-ordination of events, management of resources and drop-ins.

• To develop and deliver a series of initiatives and events to engage students and support their preparation to study abroad

• To maintain regular contact with Lancaster students studying abroad to monitor credit loads, attendance for international students on Tier4 visas and responding to student welfare issues.

• To develop and deliver support for the students’ transition back to Lancaster University

• Completing students’ grade translations prior to their return to Lancaster

• Incoming students
  - To manage student engagement throughout the application process
  - To manage and deliver the Study Abroad Orientation programme during Welcome Week in October and January.
  - Supporting departments to enhance the arrival of postgraduate visiting students.
  - To monitor credit loads and ensure students are enrolled on a suitable study plan.

3. Stakeholder Engagement and Communication
  • Internal
    - To develop productive relationships with colleagues across the University in Departments and Professional Services and to work with the Global Experiences Manager to provide advice and expertise relating to student mobility.
    - To support Study Abroad Advisors and Administrators with advice including credit load, student welfare, allocations, nominations, eligibility in the form of 1:1 meetings, email correspondence, advisor training.

  • External
    - To work with the Global Experiences Manager to maintain and develop relationships with Lancaster study abroad partners overseas, including occasional overseas visits to partners.
    - To work with overseas partners to deliver excellent customer service and identify development opportunities.
    - To communicate with overseas partners in relation to incoming and outgoing students’ welfare including academic progress.
    - To manage balances and negotiate exchange places for Lancaster students with overseas partners.
    - To engage with students’ families where appropriate on specific aspects of the Study Abroad Programme.

4. Other Duties
  • To contribute to the strategic development of the Lancaster Study Abroad Programme – including the development of specific strategies, campaigns and projects to meet targets.
  • To represent Lancaster University at external conferences, meetings and events in the UK and occasionally overseas. Any other duties commensurate with the nature of the post.
  • Membership of Lancaster internal working groups as appropriate.