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| **University of St Andrews**  **Global Office**  **Senior Administrator – CG1700DO**  **Further Particulars for Applicants** |

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| **Global Office** |

Founded in the early 15th Century, St Andrews is a Scottish university with a global orientation rooted in European traditions. Our demographic profile is highly distinctive with over 45% of our students and staff coming from outside the UK. We are proud that the University is ranked among the top universities in the world for its international outlook and we are determined to maintain and extend this element of our identity.

The Global Office is responsible for managing strategic, multi-dimensional partnerships; providing co-ordinated support for the Principal’s Office in relation to strategic Global projects as well as Global activities which are cross-institution and which enhance student experience, academic reputation and research connectivity internationally; and supporting the alignment of Global services to ensure a consistent approach and a seamless service for academics, students and external stakeholders.

The Global Office acts as the lynchpin for a range of international strategic activities across the institution and as the point of contact for our university partners around the world. At the University of St Andrews our new University Strategy for 2022-2027 has its objectives grouped under five themes – World-leading, Diverse, Digital, Sustainable, and Entrepreneurial – international activities interact with all of these themes and the Global Office plays a role in their strategic direction, management, co-ordination and implementation.

The Global Office manages a wide range of Study Abroad, collaborative programmes, and Joint PhDs, and the associated student experience. The Office also manages the business of the University’s International Committee and Short Courses Committee. It develops and maintains relationships with partner institutions and works towards the further development of international links and activities.

Global St Andrews provides a welcoming gateway for the world to come to St Andrews; support strategic growth; and enables further access to teaching and research opportunities globally for students and staff. Global St Andrews seeks to enhance the University’s reputation internationally, and to provide co-ordinated support for staff leading on collaboration, international research and curriculum development.

The Office works closely with other Units under the Global banner (Admissions, Careers, Development and the International Education Institute), as well as the Principal’s Office, Schools, Registry, and Research and Innovation Services.

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| **Job Description** |

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| Job Title: Senior Administrator  School/Unit: Global Office  Reporting to: Student Mobility Officer (Inbound)  Job Family: Managerial, Specialist and Administrative | Working Hours: Full time/36.25 hours per week/8.45am-5pm, Monday to Friday  Grade/Salary Range: Grade 4/£24,285 - £27,929  Reference No: CG1700DO |

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| **Main Purpose of Role** |

The Senior Administrator reports to the Student Mobility Officer (Inbound) and is key to the effective operation of the Unit’s activities in relation to inbound and outbound student and staff mobility. In particular, the role-holder will support the Inbound applicant and student journey and liaise with partner universities worldwide to support visiting student mobility both during semester and to our summer programmes, ensuring accurate and timely processing of nominations, applications and enquiries and maintaining the Inbound FAQs.

The role-holder will have a cross-unit function administratively and will provide support to the Inbound Operations Group. In addition to the above focus on inbound student activity, they will support St Andrews students with Study Abroad applications and pre-departure information, provide ongoing support to students abroad, maintain accurate student placement records and liaise with Academic Schools and other Units regarding Study Abroad opportunities for outbound students.

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| **Key Duties and Responsibilities** |

**Communication and Liaison**

* To respond effectively to routine and more complex enquiries received from students, staff and overseas partners about Global Office programmes, and in particular inbound and outbound student mobility e.g., application queries, module and pre-requisite enquiries from inbound semestral and summer school students.
* To provide excellent customer service to inbound and outbound study abroad students.
* To provide excellent customer service to study abroad providers and partners, dealing sensitively with the needs and individual arrangements in place for each partner, including provision of transcripts in a timely manner, supporting team attendance at conferences.
* To liaise with academic Schools and other Units to ensure the effective administration of inbound and outbound student mobility.
* To be a primary team member available during daily Student Consultation Hours, assisting inbound and outbound students with programme information, routine and non-routine problems; and following up with the student, School, partner university or others as appropriate.
* To pro-actively update communications and web information related to inbound and outbound student mobility.

**Operations, Data and Processes**

* To maintain quality outbound and inbound placement data using SITS and to monitor data integrity in accordance with principles of good record keeping and Data Protection legislation.
* To manage the inbound nomination process for semestral and summer school programmes, ensuring all nominations are logged, tracked and followed up within agreed timelines.
* To work closely with Registry and Admissions to support the Inbound application and selection processes for semestral and summer school programmes.
* To ensure all inbound semestral and summer school applications are processed within agreed timelines.
* To liaise with Registry to ensure a streamlined process for the inbound and outbound student journeys.
* To produce tailored reports using Global Office data for staff, partners and external agencies, liaising with Registry and Planning as appropriate.
* To provide administrative support for inbound and outbound event organisation, working with the Travel and Events Co-ordinator.
* To administer the outbound application and selection process, ensuring that all relevant documents are submitted and recorded, and that application decisions and information are recorded and shared as appropriate.
* To collect and secure all required documentation from St Andrews students while they are abroad, specific to individual placements, ensuring student records reflect placement information.
* To maintain Inbound sponsor information and to liaise with Accommodation, Finance and partners about sponsored students.
* To troubleshoot in all areas, working closely with the Student Mobility Officers.
* To establish a good operational understanding of University systems and work with colleagues on system reviews and Continuous Improvement.

**Training and Cross-team Working**

* To undertake personal training and engage with personal development in support of the duties and responsibilities of the role.
* To work closely with colleagues across the Global Office and to contribute to working groups.
* To provide training to Global Office colleagues on University systems such as SID, SITS, MySaint applications and reporting tools.

**Key liaison groups:**

* Partner institutions and study abroad providers
* Schools
* Registry
* Admissions
* Accommodation
* Student Services
* Proctor’s Office

Special Requirements:

The role-holder should be prepared to work occasionally outside regular working hours, including evening and weekend work to support key Global Office processes.

*Please note that this job description is not exhaustive, and the role holder may be required to undertake other relevant duties commensurate with the grading of the post. Activities may be subject to amendment over time as the role develops and/or priorities and requirements evolve*.

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| **Person Specification** |

This section details the attributes e.g. skills, knowledge/qualifications and competencies which are required in order to undertake the full remit of this post.

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| **Attributes** | **Essential** | **Desirable** | **Means of Assessment**  (i.e. application form, interview, test, presentation etc) |
| Education & Qualifications  (*technical, professional, academic qualifications and training required)* | Educated to HNC/HND level or equivalent (or equivalent level of experience) |  | Application form/Certificates |
| Experience & Knowledge  (*examples of specific experience and knowledge sought*) | Experience of working in a busy office environment  Customer service experience  Experience of using office tools, email, calendar, and Microsoft products including Word and Excel  Experience of working effectively in a team  Ability to meet tight deadlines  Ability to prioritise tasks. | Experience using a student records system or other complex databases such as Access  Experience of working in Higher Education and/or in a Study Abroad context  Understanding of data quality issues. | Application / Test/Interview |
| Competencies & Skills  (*e.g. effective communication skills, initiative, flexibility, leadership etc*) | Good oral and written communication skills with ability to identify most important concerns  Excellent customer focus and the ability to communicate with internal and external customers  Aim to professional service; numeracy, accuracy and organisational skills  Excellent understanding of principles of data handling, accuracy and good record keeping  Familiarity with confidentiality and Data Protection regulations  Ability to remain calm, professional and courteous under pressure  IT skills in particular the Microsoft Office suite. | Working with high levels of accuracy and attention to detail  Ability to cope with demanding workload  Ability to show initiative and raise suggestions for process improvements with your line manager. | Application / Test/Interview |
| Other Attributes/Abilities  (if applicable) | Clear communicator  Interest in training and professional development  Professional approach to work. |  | Application / Test/Interview |

**Essential Criteria** – requirements without which a candidate would not be able to undertake the full remit of the role. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the short listing stage.

**Desirable Criteria** – requirements which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential requirements.

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| **Other Information** |

We encourage applicants to apply online at [www.vacancies.st-andrews.ac.uk/welcome.aspx](http://www.vacancies.st-andrews.ac.uk/welcome.aspx), however if you are unable to do this, please call +44 (0)1334 462571 for a paper application form.

For all applications, please quote ref: CG1700DO

Equality, diversity and inclusion are at the heart of the St Andrews experience. We strive to create a fair and inclusive culture demonstrated through our commitment to diversity awards (Athena Swan, Carer Positive, LGBT Charter, Race Charters and Stonewall). We celebrate diversity by promoting profiles of BAME, LGBTIQ+ staff and supporting networks including the Staff BAME Network; Staff with Disabilities Network; Staff LGBTIQ+ Network; and the Staff Parents & Carers Network. Full details available online: <https://www.st-andrews.ac.uk/hr/edi/>

The University of St Andrews is a charity registered in Scotland (No SC013532).

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| **Obligations as an Employee** |

You have a duty to carry out your work in a safe manner in order not to endanger yourself or anyone else by your acts or omissions.

You are required to comply with the University health and safety policy as it relates to your work activities, and to take appropriate action in case of an emergency.

You are required to undertake the Information Security Essentials computer-based training course and adhere to its principles alongside related University Policy and Regulations.

You are responsible for applying the University’s equality and diversity policies and principles in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own area of work/activities.

You should be adaptable to change, and be willing to acquire new skills and knowledge as applicable to the needs of the role.

You may, with reasonable notice, be required to work within other Schools/Units within the University of St Andrews.

You have the responsibility to engage with the University’s environmental sustainability strategy, committing the University to reach net-zero by 2035.

You are required to engage with the technology, systems and communication channels necessary for you to undertake your work and must update your personal details via HR Self Service whenever there is a change.

Employees with staff management responsibilities must familiarize themselves with appropriate policies.

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| **Who Are We? St Andrews At a Glance** |

The third oldest university in the English-speaking world

Ranked top UK university in the [Times and Sunday Times Good University Guide 2022](https://news.st-andrews.ac.uk/archive/top-of-the-class/)

Twice named [University of the Year](https://news.st-andrews.ac.uk/archive/st-andrews-named-university-of-the-year/)

Consistently ranked [one of the UK’s top five universities](https://www.thecompleteuniversityguide.co.uk/league-tables/rankings) and top in Scotland in the Complete University Guide

Top in the UK for [student satisfaction](https://news.st-andrews.ac.uk/archive/st-andrews-top-for-student-experience-2/)

Research-intensive – ranked 14th in [UK Research Excellence Framework](https://www.ref.ac.uk/2014/)

Athena SWAN [Bronze Award holder](https://news.st-andrews.ac.uk/archive/athena-swan-awards/)

[Strategy](https://www.st-andrews.ac.uk/about/governance/university-strategy/) founded on ambition to be World-Leading, Diverse, Global, Entrepreneurial and Socially Responsible.

Over 9000 students and 3000 staff

Highly international – over 45% of students and staff are from outwith the UK

A non-campus university, closely integrated with the ancient town of St Andrews

Top quality [sports](https://www.st-andrews.ac.uk/sport/), [music](https://www.st-andrews.ac.uk/music/) and [nursery](https://www.st-andrews.ac.uk/hr/edi/carers/childcare/nurseries/) facilities for staff and students

Committed to sustainability and [aiming for Net Zero by 2035](https://www.st-andrews.ac.uk/sustainability/)

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| **The University & Town** |

Founded in the early 15th century, St Andrews is Scotland’s first university and one of the oldest in the world.

Situated on the east coast of Scotland and framed by countryside, beaches and cliffs, [the town of St Andrews](https://en.wikipedia.org/wiki/St_Andrews) was once the centre of the nation’s political and religious life. Today, it’s a vibrant academic town with a distinctively cosmopolitan feel where students and university staff account for more than half of the local population.

The University of St Andrews is a diverse and international community of almost 12,000 students and staff, typically of more than 140 nationalities. It has over 9000 students, just over 7000 of them undergraduates, and employs approximately 3000 staff - made up of c1350 in the academic job families and c1650 in the non-academic job families.

Under the leadership of current [Principal Professor Sally Mapstone](https://www.st-andrews.ac.uk/about/governance/key-officials/principal/), the University’s [Strategy (2018-23)](https://www.st-andrews.ac.uk/about/governance/university-strategy/) is to broaden its global influence, become more diverse and consolidate its long-held position amongst the top five universities in the UK.

The plan sets out St Andrews’ ambitions to grow its international profile, champion diversity and inclusivity, expand its portfolio of world-leading research, develop stronger links with industry and embed a new culture of entrepreneurship among students and staff. It also places social responsibility at its heart, with a pledge to manage growth in student numbers, foster a growing culture of sustainability, and pursue a research and teaching agenda for the wider public good.

The University is one of Europe’s most research-intensive seats of learning. In the [Research Excellence Framework (REF) 2014](https://www.ref.ac.uk/2014/) it was ranked top in Scotland for quality of research output and one of the UK’s top 20 research universities.

St Andrews is consistently ranked one of the UK’s top five universities in league tables compiled by [The Times and The Sunday Times](https://www.thetimes.co.uk/article/good-university-guide-in-full-tp6dzs7wn), [The Guardian](https://www.theguardian.com/education/universityguide) and [The Complete University Guide](https://www.thecompleteuniversityguide.co.uk/league-tables/rankings). St Andrews was ranked the top university in the UK in [The Times and Sunday Times Good University Guide 2022](https://www.thetimes.co.uk/article/good-university-guide-in-full-tp6dzs7wn): the first time in the history of the Guide, and UK university league tables in general, that a university other than Oxford or Cambridge has topped the rankings.

It is the third year that St Andrews has challenged the Oxbridge rankings, coming [second to Cambridge in 2020](https://news.st-andrews.ac.uk/archive/staff-and-students-help-st-andrews-to-league-table-first/) and [second to Oxford in 2021](https://news.st-andrews.ac.uk/archive/university-challenged-st-andrews-breaks-oxbridge/). It has frequently been rated the leading university in Scotland for [teaching quality and academic experience](https://news.st-andrews.ac.uk/archive/st-andrews-scoops-top-teaching-award/), and in the National Student Survey 2021 was [the leading mainstream UK university for student satisfaction for the 15](https://news.st-andrews.ac.uk/archive/st-andrews-top-for-student-experience-2/)[th](https://news.st-andrews.ac.uk/archive/st-andrews-top-for-student-experience-2/) [year in a row.](https://news.st-andrews.ac.uk/archive/st-andrews-top-for-student-experience-2/)

In international and world rankings St Andrews scores highly for teaching quality, research, international outlook and citations. It is currently a World Top 100 institution in the [QS World University Rankings 2019.](https://www.topuniversities.com/university-rankings/world-university-rankings/2022)

St Andrews’ reputation for teaching, research and student satisfaction make it one of the most sought-after destinations for prospective students from the UK, Europe and overseas.

The University typically averages 12 applications per place and has not offered Clearing places for over a decade. St Andrews has highly challenging academic entry requirements to attract only the most academically potent students in the Arts, Sciences, Medicine and Divinity.

St Andrews holds an Institutional [Athena SWAN Bronze Award](https://news.st-andrews.ac.uk/archive/athena-swan-awards/), while the Schools of Biology, Physics & Astronomy, and Psychology & Neuroscience have achieved [Athena SWAN Silver Awards](https://www.st-andrews.ac.uk/hr/edi/sex_gender/athenaswansupport/).