University of Roehampton London



Job Description

Job title: Roehampton Abroad Coordinator

Reports to: Roehampton Abroad Manager

Service: Commercial

Grade: RU05

Main purpose of the job:

To support the implementation of the Roehampton Abroad plan by coordinating agreed lead generation and conversion activity, delivering efficient end-to-end administration for incoming and outgoing mobility, and providing a high-quality experience for students and partners from enquiry through to the end of the study abroad journey. The postholder will maintain accurate records and routine reporting, liaise with internal and external stakeholders, and refer complex issues to the appropriate colleague when required.

Main duties and responsibilities:

1. Support delivery of the Roehampton Abroad business plan by coordinating agreed activity, tracking progress, and providing information and feedback to inform planning and review.
2. Coordinate semester abroad arrivals and orientation, working with internal and external stakeholders, preparing and sending pre-arrival communications to incoming students, and arranging logistics.
3. Deliver agreed Roehampton Abroad marketing activity, creating and publishing social media content, website updates and email communications to keep messaging current and consistent.
4. Act as a first point of contact for students and partners, monitoring the shared inbox and hosting regular drop-in office hours to resolve queries or refer them to the appropriate colleague.
5. Coordinate the incoming student application process, checking applications against agreed eligibility criteria, reviewing documentation and processing admissions in a timely manner, and referring non-standard cases to the Roehampton Abroad Manager.
6. Provide day-to-day support to current students on enrolment, attendance, accommodation and departure information, and signpost to specialist University services for wellbeing, housing or maintenance concerns.
7. Coordinate events and engagement activities for custom and full-semester programmes, including orientation, student arrival activities and annual events such as International Week and the Study Abroad Fair
8. Assist the Roehampton Abroad team with recruitment and conversion activity, including (but not limited to) lead generation and supporting pre-departure sessions for outgoing students
9. Maintain accurate student records and academic data, processing transcripts in coordination with the Registry team and responding to syllabus requests from partner universities

10. Coordinate partner invoicing administration, preparing draft and final invoices accurately, issuing them in line with University finance procedures
11. Maintain regular communication with international partner institutions, keeping contact databases up to date and relaying information about global events or policy changes as directed
12. Provide administrative and operational support to the Head of International Recruitment and the Roehampton Abroad Manager, including diary coordination, preparing routine reports and maintaining systems and records
13. Undertake other duties commensurate with the grade and nature of the post as may reasonably be required.

Person Specification

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria.

Requirements	E/D	Criteria
Education and Qualifications	Essential	• Educated to degree level
Knowledge and skills	Essential	• Strong organisational skills, with the ability to plan and deliver multiple priorities to deadlines. • Excellent interpersonal skills with the ability to build and maintain positive relationships with students, colleagues and external partners. • Confident communicating programme information and benefits, listening to needs and responding to questions or concerns in a professional way. • A student- and partner-focused approach, demonstrating professionalism, tact and cultural sensitivity. • A continuous improvement mindset, with the ability to spot process issues and suggest practical improvements. • Professional approach and confidence to represent the University positively when working with students and external partners. • Attention to detail, with the ability to respond calmly and effectively to unexpected situations. • Good IT skills, including confidence using spreadsheets, databases/CRM systems and updating web content. • Ability to use information and basic reporting to monitor activity and support effective decision-making. • Ability to manage competing priorities and work totight deadlines. • Genuine interest in international education and understanding of the importance of enhancingstudent engagement with it. • Ability to work effectively alone and as part of a smallteam. • Ability to take decisions at appropriate level and knowwhen to refer things on.
Work experience	Essential	• Experience in successful relationship managementof a diverse stakeholder group (e.g. prospective students, current students, academic colleagues, partner institutions, commercial partners). • Experience of working on own initiative and findingsolutions to problems whilst working as part of a team.

		• Experience of influencing people in a more seniorposition. • Track record of delivering multiple priorities on time,accurately and within brief. • Experience of delivering high and continually improving levels of customer service to internal andexternal stakeholders.
	Desirable	• Lived, studied or worked abroad. • Evidence of continuous professional development ofand engagement with best practice in study abroad and exchange student experience.
Communication skills	Essential	• Excellent communication and presentation skills with the ability to provide accurate information and guidance to students and partners • Understanding of how to promote services through relevant channels (e.g., digital content, events and email), and how to tailor messages to different audiences • Able to communicate effectively and with credibilitywith students, staff, institutional representatives by phone, email and in person. • Able to write and deliver highly engaging presentations about Roehampton to external audiences, typically in relation to the possibilities ofstudying at the University, adapting tone and message accordingly. • Written communication skills to deal with a widevariety of correspondence.
Other requirements	Essential	• The role may require international travel. • Some evening and weekend work.

Additional Information

- The appointment is offered on a permanent and full time basis immediately, subject to references
- The appointment is usually made at the bottom of the range. Where a candidate's current total remuneration already exceeds the bottom point, consideration will be given to the level of skills, experience and profile that the candidate is bringing to the role. The total remuneration of other staff doing the same or similar work within the department who have similar skills, experience and profile should also be taken into account.
- The University operates service-led hybrid working arrangements which may allow for 3 days in the office and 2 days working from home although peak times might require flexibility and any hybrid arrangement will be determined by the service and in agreement with the line manager.
  This appointment will not require a DBS check
- The annual leave entitlement is 30 days p.a., additionally there are 3 – 4 days for the University's operational efficiency initiatives at Christmas
- Your normal hours of work will be between 35-40 hours per week, plus a lunch break of one hour each day, with a full professional commitment expected entailing working flexibly beyond core hours if required
- The University of Roehampton is committed to Equality, Diversity and Inclusion
- Set in a beautiful 54 acre parkland campus, the University has an attractive range of benefits and you can find out more about them here. In addition Professional Services/Support staff on grades up to RU7, may access the Local Government Pension Scheme; and on grades RU7 and above may access The University's Defined Contribution Retirement Savings Group Personal Pension Plan, provided by Royal London.

Job description prepared by: Roehampton Abroad Manager
Date: Nov 26