[Programme (Outbound)] Assistant

1 JOB DESCRIPTION

Faculty / School or Division: Global Engagement
Faculty / School or Division Address: 31 Great George Street

Job Family:	**Professional & Administrative Services**		
Grade:	**F**	**Salary range:**	**£29,354 - £32,722 per annum**
Hours of work:	**1 FTE (35 hours)**	**Contract type:**	**Fixed-term contract until May 2027 or earlier return of the postholder**
Work pattern:	**Monday – Friday**	**Vacancy Reference Number: SUPP113838**	

1.1 Main Job Purpose

The [Programmes] Assistant supports the delivery of [Programme] activity, ensuring smooth operational processes, updating information and managing day to day enquiries.

They play a vital enabling role, ensuring that [Programme] operations are well-organised, reliable and continuously refined to support an excellent experience for students and partners.

1.2 Standard Responsibilities

- Create and maintain documents, presentations, and reports from outline briefs relating to their areas of expertise and responsibility, tailoring language and terminology to suit various audiences and contexts.
- Maintain and manage data and records related to [Programme], documentation and team materials, ensuring accurate and easily accessible information for stakeholders across the organisation.
- Gather and analyse routine data from multiple sources, integrating findings into briefing documents and reports to support strategic decision-making.
- Monitor and track spending on designated accounts, performing budget reconciliations and resolving discrepancies to ensure financial accuracy.
- Support the team by assisting in the logistical coordination, documentation, and delivery of partnerships, conducting research as needed to enhance project outcomes.
- Respond promptly to a wide range of inquiries and make independent decisions on routine queries or issues, handling complex questions/issues, applying sound judgement to resolve challenges and escalating when necessary to the appropriate team member.
- Contribute to the development of various communication materials, including marketing content, intranet pages, website updates, and case studies, ensuring that all materials align with organizational goals and branding.

- Arrange, coordinate and support international visits, delegations, and key events relating to [Programme], ensuring all logistical details are handled, and documentation is created in accordance with agreed protocols.
- Plan and prioritise tasks effectively, balancing competing demands while meeting deadlines.
- Liaise proactively with academic faculties, departments, and external partners or stakeholders to ensure smooth collaboration, share updates, and address any issues as they arise.
- Identify and flag potential problems, such as relationship breakdowns or process inefficiencies, ensuring they are addressed quickly to maintain smooth operations and positive working relationships.
- Utilise and analyse data to continuously improve operational processes and contribute to proposals for refining workflows, making recommendations based on feedback and outcomes.

1.2.1 Additional Responsibilities:

- Undertake international travel as required to support the delivery of the role, including partner visits, scoping trips, delegations, and representation of the University at overseas events, conferences and meetings.

1.3 Relationships

Line manager: Head of Outbound (Outbound Assistant) / Head of TNE (TNE Assistant)

1.4 Line manager to: N/A

1.5 Job Hazards and Pre-employment Checks

The role involves travel across the UK and occasionally to international locations.

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2 PERSON SPECIFICATION

2.1 Standard Skills, Knowledge & Experience Required

Criteria	Essential	Desirable	Assessed By A/I/T/O
Minimum of Level 4 Qualification (e.g. NVQ Level 4)		X	A
Proven planning and organisational skills, including the ability to prioritise workload	X		A/T
Advanced knowledge of Microsoft Office		X	A/I
Experience of working independently and dealing with unforeseen problems and circumstances	X		A/T
Analysis and problem-solving capabilities		X	A/I
Willingness to take ownership of problems and seek long-term solutions	X		A/I
Substantial experience of working in team in a customer facing environment and a commitment to providing a high level of customer service	X		A/I
Ability to write clearly for a non-native English-speaking audience		X	A/I
Ability to communicate effectively with key internal and external stakeholders, such as potential students, their advisors, global partners and University staff at all levels	X		A/T
Marketing and/or event management experience		X	A/I
Experience of creating and updating webpages		X	A
Ability to travel in the UK and, on occasion, overseas	X		I

A – Application form
I – Interview
T – Test or scenario
O – Other e.g. presentation, focus group