

Job Description / Person Specification

1. JOB DETAILS

JOB TITLE: International Office Manager

LOCATION: Canterbury Campus

REPORT TO: Head of International

RESPONSIBLE FOR: Day to day management of the International Programmes Officer, International Administrative Assistant and International Programmes Assistant

REF:

2. ABOUT THE DEPARTMENT

The International Office (IO) is part of the Marketing Department, which sits within the portfolio of the Pro-Vice Chancellor External Relations. The IO has as its core remit the recruitment of overseas (EU and non-EU) students and the development of recruitment-oriented international partnerships. The team works particularly closely with the newly-established Partnerships Directorate within the External Relations group.

The IO has a leading role in delivering, in partnership with academic faculties, on the ambitious international student recruitment, partnership development and income generation aims contained within the Strategic Plan 2011-2015. Within the institution our commitment is to work collaboratively with colleagues both in academic and support departments.

3. MAIN PURPOSE OF THE JOB

The main purpose of this role is to ensure general operational effectiveness of the IO, including ensuring alignment of policy and practice, monitoring and reviewing and proposing process improvements where necessary. This will include analysing enquiry, application and enrolment data to produce management information reports to track recruitment performance; overseeing the schedule of communications with key stakeholders including partners, agents, enquirers and offer-holders; managing International Programmes staff within the IO and having oversight of processes supporting the International Programmes (Study Abroad, English Language programmes, bespoke group programmes etc.) and ensuring quality of delivery of IO aspects of these programmes; and supporting the Head of the International Office with planning and monitoring of the IO budget.

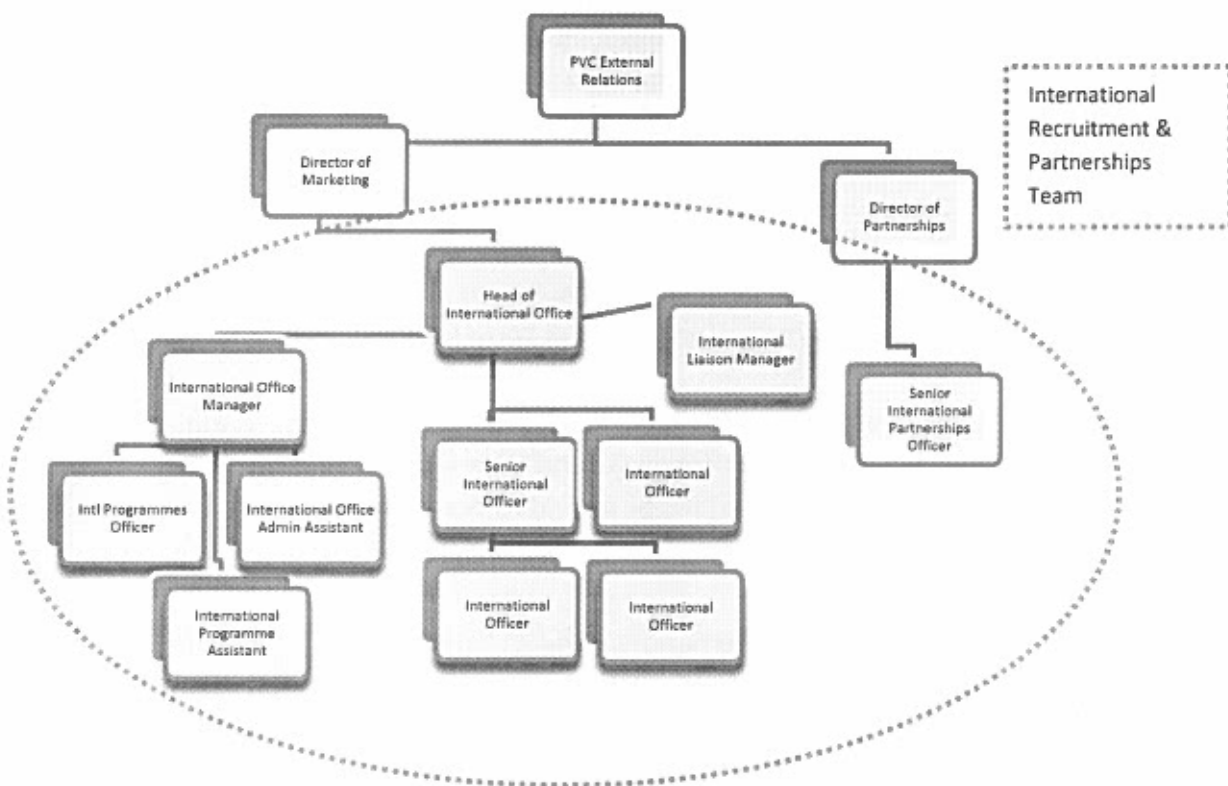
4. MAIN DUTIES

- Oversee functioning of IO with particular regard to adherence to agreed policies and processes, including but not limited to: travel, insurance, freighting and overseas payment issues, agent relations and contractual matters, financial processes, links with suppliers, IO contribution to International Student registration and induction events, etc. Review on a regular basis and make suggestions to Head of IO for process improvements where necessary, and address training needs of team members within IO, directly or via Head of IO according to reporting lines
- Develop and maintain Service Level Agreements with faculties and other professional service departments detailing general IO policies and processes, and those policies and processes relating to International Programmes, and clarifying boundaries and overlaps with other departments / units within CCCU. Maintain effective relationships with key internal stakeholders to ensure respective areas of responsibility are understood and international student processes operate smoothly with no "gaps"
- Working in conjunction with the wider IO team, Partnerships Directorate, and the Marketing department, devise and implement a schedule of communications with key international stakeholder groups, including agents, current and prospective partner institutions, British Council offices, sponsors, and prospective students at enquiry, application and offer-holder stages.
- Contribute to the development and content of newsletters, agent handbooks, publicity and promotional material, internal and external publications, and lead on the development and updating of the international section of the University's web-site. Maintain a liaison role with the Lead Marketing Manager regarding production of international marketing materials.
- Coordinate the production of recruitment performance and income reports, including the analysis of student enrolment data, identification of progress against targets and milestones at enquiry, application and enrolment stages, and agent performance statistics and reports
- Take lead responsibility on delivery of IO-related aspects of International Programmes, including line management of International Programme Officer and Assistant positions, and ensure quality of application processes, content and timing of pre-arrival information to partner organisations, airport greeting and transfer for students and coordination of welcome/induction events as appropriate
- Assist the Head of IO with the operational planning and day-to-day management of the International Office budget, providing regular monitoring of actual against planned expenditure; administration of invoices and purchase orders in line with P2P systems and approved authorising levels; raising of International Programme fee invoices; dealing with agent commission claims and payments; and generally working closely with the University Finance Department in budget monitoring and any appropriate cost benefit / value for money exercises
- Develop and maintain knowledge of UKBA Tier 4 regulations and policies and implementation of these policies at CCCU; maintain Tier 4 Level 1 User status as back-up for CAS issuance and serve as supplementary source of knowledge to enable CCCU

compliance with all Tier 4 responsibilities, particularly with regard to agents and other recruitment stage issues

- Liaise with academic and professional services departments as appropriate regarding IO operational issues, and deputise for the Head of IO on issues related to general process, IO budget and resource issues, agents, management information and International Programmes.

5. ORGANISATION CHART



6. KEY AREAS OF WORK

Communications and Networks

- Regular oral communication and meetings with the IO team and responsibility for day-to-day liaison
- Written and oral communication regarding financial processes and financial matters with colleagues in the Finance Department. This will involve regular formal and informal meetings to discuss International Programmes income and expenditure, and IO budget expenditure against projections

- Periodically during the year, attendance at International induction events and University registrations
- Regular oral and written communication with academic and professional services departments of the University
- Regular communication with international agents, sponsors, British Council offices, current and prospective partner institutions and other organisations, in particular for purposes of updating on University policies, procedures and programmes

Decision-making and Problem Solving

- Authority to manage and support the work of the staff managed by the International Office Manager, and to make decisions on efficient working practice and identify training needs
- Contribute proposals regarding policy amendments, new policies or processes, and raise issues with the Head of IO and where appropriate propose solutions
- Approval of financial transactions based on the IO cost centre within an agreed limit

Planning and organising resources

- Planning and organising own work, and assisting in planning, where necessary, the work of the staff managed by the International Office Manager
- Organising regular informal meetings with the staff managed by the International Office Manager and with key internal stakeholders with an interest in the International Programmes
- Assistance with the annual preparation of the International Office budget, monthly budget meetings, quarterly budget forecasts and financial year end processes
- Monthly planning, with the Head of IO, of formal IO team meetings

Analysis and research

- Production of regular general International and EU student recruitment performance and income reports, including the analysis of student enrolment data, identification of progress against targets and milestones at enquiry, application and enrolment stages, and agent performance statistics and reports
- Production of monthly International Programmes recruitment and income reports detailing student numbers, costs and income associated with Study Abroad, English language and bespoke group programmes etc.
- Analysis of the IO budget position, including accessing and analysing data via the Agresso Finance Records System

Work Environment / Physical Effort

- The post holder will work in an office environment on the Augustine House site, with an occasional need for travel to other CCCU campuses, and within the UK, and overseas

7. QUALIFICATIONS, SKILLS AND EXPERIENCE REQUIRED

	ESSENTIAL	DESIRABLE
Qualifications	Graduate or appropriate professional qualification	
Experience	<ul style="list-style-type: none"> • Significant experience of office management and supervision of staff • Experience of effective budget management • Experience of developing effective systems for recording, maintaining and retrieving information 	<ul style="list-style-type: none"> • Experience of working in HE, particularly in International aspects of HE work in the UK • Experience of Project Management • Experience of development of content for websites
Skills and attributes	<ul style="list-style-type: none"> • Excellent interpersonal skills and the ability to relate to a wide range of people, including senior positions internally and externally • Highly numerate • Excellent oral and written communication skills • Good organisational skills, including ability to meet multiple deadlines and prioritise • Excellent IT skills • Knowledge of Tier 4 rules and policies • Ability to produce analytical reports, including accuracy and attention to detail and ability to produce written reports for a range of audiences • Good understanding of financial procedures 	<ul style="list-style-type: none"> • Knowledge of principles of marketing communications and Customer Relationship Management (CRM)
Qualities	<ul style="list-style-type: none"> • Sensitive to the needs and aspirations of clients from a wide range of cultures • Ability to work on own initiative and as part of a team • Committed to providing professional, courteous and supportive service • Flexibility in approach to work and hours of work • Ability to remain calm under pressure 	

Salary

Salary will be in accordance with Grade G currently £27,428 to £29,099 per annum, depending on experience and qualifications.

Hours of Work

The standard weekly hours of work are 37 per week for all staff (pro rata for part-time staff).

The pattern of work over which the standard/minimum contractual hours are divided across the course of a week will vary from Department to Department, as required.

The normal 'core' service hours are deemed to be between 8.00am and 8.00pm, 7 days per week. Standard office hours are from 9.00am to 5.30pm Monday to Thursday and 9.00am to 5.00pm on Friday. Working hours may be worked over any pattern based on any 5 days out of 7 subject to compliance with the Working Time Regulations.

For the 5 days out of 7 pattern, it will normally be the case that this will be within a predetermined, pattern of working days/weekly cycle/roster. 'Any 5 days out of 7' does not mean that staff will be subjected to frequent or unpredictable changes in working patterns. However, any member of staff may be asked or required to change their working patterns on a long-term basis, following reasonable prior discussion and consultation, to suit the needs of the business, around the pattern of any 5 days from 7.

The standard working hours exclude all breaks. An employee aged 18 years or over is entitled to a 20 minute undisturbed break for every 6 hour shift they work. An employee aged less than 18 years old (from the minimum age of leaving school) is entitled to a 30 minute undisturbed break for every 4.5 hour shift they work. The normal lunch break is 1 hour but this may be varied within reason by mutual agreement to suit local circumstances.

The University is committed to ensuring that working hours and rest breaks meet with or are more favourable than the statutory requirements as detailed in the Working Time Directive.

Annual Leave

The annual leave entitlement is 25 days, rising to 27 days after the completion of five years' service. With part-time and part-year (temporary) posts, annual leave is pro rata to this entitlement. In addition, the University is closed for one week at Christmas.

Superannuation

The University is an admitted body to the Kent County Council Superannuation Scheme which the appointee may apply to join.

Other Information

Appointment is subject to a satisfactory medical clearance, references and a probationary period of six months.

Applicants should be aware that the University cannot guarantee free car parking for all staff, but as far as possible, arrangements will be made for those staff whose use of a car is essential for the performance of their duties.

If you are driving on University business and/or driving duties are part of your job, for your own safety and that of other road users, the University expects that you will not use a hand-held mobile phone, two-way radio or any other hand-held device while driving (this includes hand-held devices using an earphone and microphone, i.e. which are not connected directly to speakers permanently fixed in the vehicle).

Instead, make use of voicemail or message facility, or park the vehicle and switch off the engine in order to check messages or make calls.

The University is committed to providing a safe working environment for staff, students and visitors and one that is free from the risks of passive smoking. In line with legislation the University operates as a smoke free environment with smoking banned on all university premises and grounds. For a transitional period smoking will be allowed in designated areas. Further details about the University Policy on a Smoking Free Environment are available from Human Resources or on the HR web pages.

CRB Checks

Due to the nature of the duties of this post, a Criminal Records Bureau Disclosure check will be made before appointment of the successful candidate is confirmed.

The CRB charge for each check made, but the University will bear this cost.

Where a conviction is revealed through a Disclosure, a discussion will take place with the applicant regarding the offence and its relevance to the position.

The University will not discriminate unfairly against applicants with a criminal record. Having a criminal record will not necessarily bar an applicant from working for the University: the nature of a disclosed conviction and its relevance to the post in question, will be considered. If you are coming to the University from a foreign country, we will require the equivalent documentation.

The post holder will be required to live near enough to the University to perform the duties of the post fully.

Application Process

Completed application forms should be returned to Human Resources, Canterbury Christ Church University, North Holmes Road, Canterbury, Kent, CT1 1QU by _____. If you would like an acknowledgement of receipt of your application form please enclose a stamped addressed envelope.

Due to the large number of applications received, the University is unable to reply to all candidates. If, therefore, you have received no communication from the University within four weeks of the closing date, you should assume that your application has been unsuccessful on this occasion.

Expenses to attend interview are reimbursable to candidates who live outside Kent. Should an offer of appointment be made and the successful interviewee subsequently decline the offer, the University would not normally reimburse expenses incurred in attending the interview.

Interviews will be held.....

Immigration, Asylum & Nationality Act 2006

Under the Immigration, Asylum & Nationality Act 2006 (sections 15-25) it is an offence to employ an individual who is subject to immigration control, and who does not have permission to reside in the United Kingdom and carry out the type of work for which he/she would be employed.

You will be asked to provide documentary evidence of your right to reside and work in the United Kingdom, at the point when any job offer may be made. Thank you for the interest you have shown in Canterbury Christ Church University.