



Cardiff  
Metropolitan  
University

Prifysgol  
Metropolitan  
Caerdydd

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Global Operations Officer</b>
<b>Unit/School:</b>	<b>Global Engagement Directorate</b>
<b>Department:</b>	<b>Global Outreach and Operations</b>
<b>Location:</b>	<b>Llandaff Campus</b>
<b>Grade:</b>	<b>5 A/B</b>
<b>Salary:</b>	<b>£33,348 - £36,333 per annum</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Tenure:</b>	<b>Permanent</b>

### Role Summary:

This is a key post that will contribute to the ambitions of the University's new Strategic Plan 2030.

Cardiff Metropolitan University's Global Engagement function is responsible for the welfare and academic study skills support, student immigration compliance, student/staff international mobility, as well as the University's transnational education partnerships and global strategic partnerships. There are approximately 3000 international students at Cardiff Met campuses in Cardiff from over 50 different countries and a further 12,000 transnational education students studying across 13 partners around the world. Global Engagement also develops and manages bids for externally funded projects in order to support internationalisation initiatives across the university, such as student and staff international mobility (both inwards and outwards), capacity building and widening access.

A key member of the Global Engagement team, the post holder will have significant input into the operational function of the Directorate. In addition, the post holder will play a key role in supporting the senior management team of Global Engagement Directorate and will be responsible for representing the University as required.

The post holder must possess excellent communication, negotiation and interpersonal skills in order to ensure that the most efficient and effective systems are in place to support Global Engagement operations.



## ROLE PROFILE

### Principal Duties and Responsibilities:

Responsibilities will include but may not be limited to:

- Manage all processes relating to the US Federal Direct Student Loan applications to the University, developing policies and procedures to ensure Global Engagement Directorate and other Units (e.g. Finance) are compliant with US Department of Education requirements, and compliant with annual audit requirements. Additionally, manage all processes relating to the US private loan applications such as Sallie Mae; liaising with external stakeholders such as Western Union to ensure compliance with its processes. Provide guidance and advice to current and prospective students, Schools and Units in relation to US Federal Loans and US private loans such as Sallie Mae and, in doing so, growing the US student market to the University.
- Manage all processes relating to the provision of agent contracts and due diligence reviews in this respect. Undertaking annual review of agent performance and make recommendations to Global Engagement Management Team and Regional Managers within the Marketing, Communication and Student Recruitment Directorate.
- Manage all processes relating to invoicing overseas government ministries for sponsored students, chasing payments to ensure full compliance with the University's financial regulations and ensuring income is received in a timely manner. Liaise with the University Finance Department to coordinate sponsored student finances efficiently, managing any procedural or financial disagreements to ensure equitable outcome, to safeguard key overseas education ministries and government relationships.
- Responsibility for the administration of inward international visits to the University; liaison with the trip organisers and other staff in the University and externally; ensuring that Global Engagement is compliant in all areas of Health and Safety and Financial Regulations.
- Responsibility of coordinating the processing of International Progression Arrangements in accordance with University regulations. Managing communication between Schools and Unit, and external partner universities.
- Manage all processes relating to Freedom of Information requests in line with University regulations, which are regularly submitted to the Global Engagement Directorate.
- Manage, coordinate and oversee ad hoc projects relating to international development which require teamwork across all Global Engagement Teams and inter departmental support, ensuring project objectives and compliance to internal and external regulations are met.
- Responsibility for agreed international visits and long haul overseas trips for international development purposes as required. Such visits include high-level liaison

and networking with Educational Ministries, Government Departments and key international partners such as affiliate colleges and agents and representing the University at international events as required.

- Represent the interests of the Global Outreach and Operations Team in internal and external networks, events and meetings and provide input into US Federal Loan stakeholder meetings. Provide up to date US legislation and policy information at University internal meetings and working groups.
- Other duties as may be required by the Head of Global Engagement from time to time.

### ***Standard Notification***

**These guidelines are provided to assist you in the performance of your role. The university is a dynamic organisation; therefore changes may be required from time to time. Any changes will be made in consultation with the post-holder. The Summary of Duties and Responsibilities is not intended to be an exhaustive list of tasks performed. Other associated tasks are likely to be performed as directed by the line manager.**

**The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's Equalities, Financial, Environmental and Sustainability, People Services and Health and Safety policies and procedures.**



**PERSON SPECIFICATION**

Job Title: Global Operations Officer

School/Unit: Global Engagement Directorate

**\*Key**

- A - Application form
- I - Interview
- P - Presentation

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T*
<b>Education and Qualifications (Essential)</b>	Educated to bachelor degree level, or significant relevant experience.	√		
<b>Education and Qualifications (Desirable)</b>				
<b>Knowledge (Essential)</b>	<ul style="list-style-type: none"> <li>• An excellent understanding of general administrative procedures and processes.</li> <li>• Sensitivity towards cultural issues.</li> <li>• Working knowledge of US Federal Loan scheme and US Private loans such as Sallie Mae.</li> </ul>	√ √ √	√ √ √	  √
<b>Knowledge (Desirable)</b>				
<b>Skills and Abilities Relating to Role (Essential)</b>	<ul style="list-style-type: none"> <li>• Ability to prioritise and organise administrative operations.</li> <li>• Ability to develop operational procedures, policies and practise and generate new ideas and suggestions for procedural improvement.</li> <li>• Ability to understand and apply complex rules and regulations.</li> <li>• Effective communication and interpersonal skills with the ability to represent the unit at all levels.</li> <li>• Customer focused.</li> <li>• Ability to communicate clearly at all levels with a wide range of audiences both written and orally.</li> <li>• Proven ability to work efficiently and accurately under pressure.</li> </ul>	√ √ √ √ √ √ √	√ √ √ √ √ √ √	   √  √ √

	<ul style="list-style-type: none"> <li>• Excellent attention to detail.</li> <li>• Ability to deal with difficult situations sensitively and with discretion.</li> <li>• Ability to analyse and interpret quantitative and financial data.</li> <li>• Ability to use a wide variety of IT packages with high competency with Microsoft Office Packages.</li> </ul>	√	√	
		√	√	
		√	√	√
		√	√	√
<b>Skills and Abilities Relating to Role (Desirable)</b>				
<b>Experience Paid/Unpaid (Essential)</b>	<ul style="list-style-type: none"> <li>• Experience of working in Higher Education in an administrative role.</li> <li>• Experience of working with international stakeholders in the UK and worldwide.</li> </ul>	√	√	
		√	√	
<b>Experience Paid/Unpaid (Desirable)</b>	<ul style="list-style-type: none"> <li>• Experience of administering US Federal Loans and US Private Loans such as Sallie Mae.</li> <li>• Experience in contractual management.</li> </ul>	√	√	
		√	√	
<b>Other Requirements (Essential)</b>	<ul style="list-style-type: none"> <li>• A flexible approach to working hours when required.</li> <li>• Willingness to undertake local and national travel.</li> </ul> <p>*The appointment of the successful applicant will be subject to a Disclosure and Barring Service check (DBS, previously CRB).</p>	√	√	
		√	√	
<b>Other Requirements (Desirable)</b>	Welsh Language Skills Listening - A1 - Beginner Speaking - A1 – Beginner Reading - A1 – Beginner Writing - A1 - Beginner	√		

\*Please note that a criminal record may not necessarily be a bar to obtaining employment in Cardiff Metropolitan University. For further information on Disclosure and Barring Service (DBS, previously CRB) please go to <https://www.gov.uk/crb-criminal-records-bureau-check>