

Job Description & Person Specification

Professional Services and Senior Manager (excluding VCE) roles

JOB DESCRIPTION

Job title	School Coordinator (International and Research)
School/Department	School of Health and Life Sciences
Location	Paisley/Lanarkshire (Travel to other UWS campuses may be required)
Reporting to	Education and Quality Officer (EQO)
UWS grade	Grade 4
FTE	1.0

Job summary

The School Coordinator is a key member of the School team, providing a high-quality administrative service to colleagues in the School, thereby assisting in ensuring a high-quality student experience and creating a positive image of the School and University. Specifically, providing bespoke, high level professional services support for International and Research activity within the School of Health and Life Sciences.

People & finance responsibilities

People	There is no staff supervision attached to this post.
Finance	There is no budget responsibility attached to this post.

Key responsibilities

Provide a high-quality administrative service to colleagues in the School, thereby assisting in ensuring a high-quality student experience and creating a positive image of the School and University.

The post includes two key result areas: international and research. Each area has a range of core duties.

International

- Take a lead role in School UKVI monitoring and activity for international students, including being a point of contact and support for international students and international queries, with continuous liaison with International Student Advice.
- School representative at UKVI Operations Group.
- Support Finance/Project Coordinator with international student finance related issues.
- Support School Operational Manager with Recognised Teacher process.
- Support the Global Opportunities/Mobility Coordinators, including liaison with students as required.

- Support Outward Mobility – take a lead role in maintaining contact with students on Outward Mobility programmes such as the Turing Scheme.
- Take a lead role in the Professional Transcripts process for pre-registration graduates wishing to emigrate/work abroad. Liaise with internal and external partners to prepare the appropriate paperwork required in a timely manner.
- Take a lead role in School international activities such as TNE developments by collating accurate and appropriate data and information. This will require significant liaison with the Education & Quality Officer (Quality).

Research

- Ensure the accurate and timely processing of information to ensure all Research student related processes are completed efficiently.
- Participate in administrative systems to support the development of research and enterprise activity across the School.
- Co-ordinate, in conjunction with the Doctoral College the development and maintenance of Banner (or other student record systems) ensuring data held in relation to Postgraduate Research (PGR) students is accurate.
- Support with PGR student activity in relation to admissions, arranging interviews, enrolment, progression and student administrative tasks.
- Support PhD Viva arrangements, desk allocation system and development funds.
- Responsible for ensuring the timely production and distribution of all relevant paperwork associated with School Ethics Committee meetings, the Carers Academy Project and other committee meetings as requested, actively monitoring outputs and actions, in accordance with UWS policies and procedures.

Other

- In consultation with the Education & Quality Officer delegate administrative work in relation to the above to other administrative colleagues as required, and in doing so ensure that such work is completed to the required standards and to the required timescales.
- Responsible for collating, interrogating information/data and producing high quality reports in relation to School international, research and quality assurance activity.
- To undertake any other relevant additional responsibilities/duties commensurate with the post. These duties are neither exclusive nor exhaustive, and subject to revision in line with the objectives of the School.

Job scope

Planning and organising	<p>In discussion with the Education & Quality Officer, the post holder has delegated authority to plan, organise, make decisions and progress their own work. They must be proactive and use own initiative and judgement to prioritise daily tasks and use this judgement in order to forward plan to meet University deadlines.</p> <p>The post holder will work as part of a flexible team. Decisions and prioritising of workload may be carried out on a daily basis, but a considerable percentage of the work can be planned ahead. There may be occasions during the working day when it is necessary to respond to urgent demands.</p>
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Decision making	The post holder will have an excellent knowledge of international and research administrative systems within the School Office operate, and due to this can advise and assist academic staff and students in relation to these systems and procedures.
Framework and boundaries	Constraints of the job are adhering to University guidelines and policies. It is essential that the post holder has knowledge of University policies and procedures to allow them to advise academic staff and students accurately on a range of standard and non-standard issues.
Working relationships	<p>Internal The post will involve regular contact with:</p> <ul style="list-style-type: none"> • Admissions • International Centre • International Student Advice (Student Service) • Compliance Manager (Legal Services) • School Education & Quality Officers • School Operational Manager • School Officers, Coordinators and Administrators • School Global Opportunities Coordinators • School PGR Lead • School Research Lead • Academic Postgraduate Research (PGR) Coordinators • PGR Supervisors • Heads of Division • Programme Leaders/Module Coordinators • Ethics Committee Chair • Academic colleagues • Students • Central academic support departments to manage cross boundary processes. <p>External The post will involve regular contact with:</p> <ul style="list-style-type: none"> • Students • Host Partners • PhD External Examiners • Professional Bodies • External Examiners • External Agencies

PERSON SPECIFICATION

Qualifications

			Evidence A = Application I = Interview
Essential	QE1	Educated to HND in a relevant discipline or relevant work experience.	A

Experience

			Evidence A = Application I = Interview
Essential	EE1	Experience in a busy office environment, preferably in an academic setting.	A/I
	EE2	Experience of providing a high-quality administrative service to colleagues preferably in an academic setting, thereby assisting in ensuring a high-quality student experience and creating a positive image of the School and University.	A/I
	EE3	Experience of working with staff at a variety of levels across a large organisation.	I
Desirable	ED1	Demonstrate experience to independently research, collate and format information/data as required, producing high quality reports, analysis and presentations for use by the Dean or Deputy Deans or Heads of Division or School Business Manager, such as School plans, Portfolio review documentation, workforce planning and collaborations.	I
	ED2	Experience of working with International students including awareness of UKVI requirements.	A/I

Skills

			Evidence A = Application I = Interview
Essential	SE1	Intermediate IT skills, particularly in Word and Excel, email and internet use.	A/I
	SE2	Ability to service meetings.	A/I
	SE3	Excellent verbal and written communication skills are essential in order to pass on and receive accurate information to both staff and students.	I
	SE4	Ability to prioritise and use initiative.	I
	SE5	Attention to detail and accuracy.	I
Desirable	SD1	Ability to provide high quality administrative support for committee meetings including preparation of agenda, minute taking and report writing.	I
	SD2	Ability to provide guidance and support to academic staff in accordance with University regulations and other relevant policies and procedures.	I
	SD3	Evidence of the ability to undertake independent research about specific required information and produce summary recommendations to inform decision-making.	I

	SD4	Ability to ensure UWS regulations are communicated effectively to staff within the School and are adhered to appropriately.	I
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Knowledge

			Evidence A = Application I = Interview
Essential	KE1	Knowledge of Data Protection.	A
	KE2	Knowledge and understanding of operational procedures for the delivery of an efficient administrative service.	A/I
	KE3	Commitment to continuous personal development.	I
Desirable	KD1	Knowledge of Banner and/or a student information system.	A
	KD2	Understanding of University Policies and Procedures.	A/I
	KD3	Expert knowledge of UWS regulations.	A/I
	KD4	Specialist knowledge and experience in relation to university international and/or research activity.	A/I
	KD5	Awareness of UKVI requirements.	I

Behaviours

			Evidence A = Application I = Interview
Essential	BE1	Capable of working on own initiative, but also being part of a team and being flexible to support colleagues.	I
	BE2	Good interpersonal skills.	I

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