

Position	UoS Grade	Summary of type of duties				Experience		Qualifications	
		Day to Day Duties	Leadership Responsibilities	Supporting Customers and Stakeholders	Contribution to Culture	Required	Desirable	Required	Desirable
<b>Study Abroad Adviser</b>	<b>D</b>	<p>To work with the Heads of International Development to ensure the University meets regional targets outlined in the International Strategy 2018-22.</p> <p>Assist the Heads of International Development in identifying potential partners and gathering all necessary documentation. Promote overseas study opportunities to students studying at the University of Sunderland through the website, social media, email, on-campus events and briefing sessions. Current study abroad programmes include but are not restricted to, bilateral exchange, Erasmus+, ISEP, study abroad, visiting students (JYA).</p> <p>Assist the International Development Team Leader in identifying potential partners and maintaining and developing existing partners. The current partnership network includes but is not restricted to Australia, Canada, China, Europe, Hong Kong, Japan, South Korea, Taiwan and the USA</p> <p>Assist the International Office with the implementation of operational procedures and good practice for the delivery of the Study Abroad Programme</p> <p>Ensure all overseas partners have up to date information relating to the University of Sunderland Study Abroad programmes and coordinate and disseminate information received from partners to all relevant internal services and faculties.</p> <p>Liaise with internal faculties and services to coordinate the processing of applications, admission, registration and module registration for both incoming and outgoing students. Advise faculties and services regarding procedures relating to the study abroad programmes.</p> <p>Provide all necessary information, support, advice and guidance to outgoing students to ensure that they are fully prepared for their Maintain and update all information relating to incoming and outgoing students to a high standard on the study abroad database and provide statistical data as required.</p> <p>Coordinate and plan the induction programme for all incoming students. Assist the International Office in delivering the induction programme.</p> <p>Coordinate and plan a series of workshops to prepare outgoing students for their period abroad. Assist the International Development Team Leader and International Development Officers in delivering the workshops.</p> <p>Organise all social events for student abroad students including welcome event, certificate ceremonies, welcome home event and pre-departure.</p> <p>Produce and maintain all supporting literature, merchandise and the study abroad website</p>	To manage the International Office Study Abroad projects determined by the Senior Management Team.	<p>To develop relationships with key external stakeholders including agents and TNE partners.</p> <p>To work closely with internal services and overseas partners to provide ongoing support and advice for incoming and outgoing</p> <p>The role holder will be expected to be available during busy periods, including induction week. Occasional evening and weekend working will be required.</p> <p>Some UK travel will be required for attendance at key events and training. Occasional overseas travel may be required.</p> <p>Annual leave may be restricted at certain times of the year.</p>	<p>To encourage a culture in the Service which supports University and Service priorities, including:</p> <ul style="list-style-type: none"> <li>• Responsiveness</li> <li>• Excellence in customer service and valuing the importance of delivering services of the highest quality</li> <li>• Ownership of actions;</li> <li>• Adaptability &amp; a 'can do' attitude</li> <li>• Strong communication</li> <li>• Innovation</li> <li>• Inclusiveness</li> <li>• Collaboration and working across team boundaries to build &amp; strengthen working relationships</li> <li>• Offering challenge appropriately to ensure processes are considered and robust</li> <li>• Flexibility of approach</li> <li>• Being student-centric'</li> </ul> <p>To contribute to a culture of customer focus, relationship management and a strong team ethic.</p> <p>Familiarity, empathy and sensitivity to the cultural expectations of working with partners</p>	<p>Demonstrable experience and success of working in a role to promote and support incoming and outgoing students.</p> <p>Experience of developing materials and delivering presentations to engage and encourage students considering study abroad.</p> <p>Experience of project management.</p> <p>Experience of delivering high levels of customer service.</p> <p>Experience of working within a role requiring the use of initiative.</p> <p>Ability to work under pressure and to tight deadlines whilst maintaining the highest level of accuracy and attention to detail.</p>	<p>Experience of working within higher education.</p> <p>Experience of living or working abroad.</p>	<p>Degree in a relevant discipline (or equivalent qualification), or possess significant experience within a similar role.</p> <p>Demonstrable IT skills in a wide range of Microsoft Office packages.</p>	N/A

		<p>Provide ongoing support to both incoming and outgoing students before, during and after their study abroad experience and assist the International Development Team Leader in dealing effectively with any issues or problems which may arise.</p> <p>Coordinate incoming visits by potential and existing study abroad partners.</p> <p>Any other duties as requested by the International Development Team Leader Deputy Director, International.</p>			<p>Working to achieve common objectives; sharing values of continuous improvement, transparency, openness, fairness, integrity, trust, respect and thought for colleagues and others.</p> <p>To develop personal qualities and encourage development in team members across the service.</p>				
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