# **University of Sunderland**

Role profile

### **Job title:**

Transnational Education (TNE) Assistant

### **Grade:**

### C

### **Department:**

International Office

### **Location:**

Gateway, City Campus

### **Reports to:**

TNE Officer

### **Working hours:**

37

### **The role:**

You will assist the TNE Team Leader and TNE Officer’s in the effective operation of the University’s transnational education (TNE) business administration processes including student admissions, student records, credit control and business reporting functions.

This will include supporting the University’s TNE business administrative processes in respect of the above responsibilities for all international off-campus students studying for University of Sunderland awards with client partner institutions.

### **The responsibilities**:

* Assist with the delivery of admissions and registration processes for all TNE and Independent Distance Learning (IDL) students using the SITS student administration system.
* Support TNE Officers with the administration of in-country admissions, student records and credit control processes for multiple annual intakes and collaborative models with a wide range of partners.
* Work closely with faculties and Academic Registry on academic process relating to student admissions, records and progression.
* Assist with the checking/matching of duplicates for applications in the SITS system.
* Assist with compliance checks for IDL programmes.
* Maintain international qualification and English language reference documents and review expiry dates for re-assessment.
* Provide expertise on TNE and IDL administrative processes in the University, specifically student admissions, student records, credit control and business reporting functions.
* Assist colleagues to ensure accurate and up to date student records including auditing, monitoring, and correction of data.
* Assist with relevant checks and release of certificates for TNE partners.
* Assist with partner and student email and telephone enquiries, delivering high levels of customer service at all times, and triaging enquiries for escalation where appropriate.
* Act as Officer to partnership groups and service meeting as appropriate, coordinating agendas and recording actions.
* Undertake other duties, as may be determined from time to time by managers, which are consistent with the general nature and grade of the role.
* To support key customers and stakeholders both internal and external including:
* Student Journey.
* Finance.
* Planning.
* Marketing.
* Overseas offices.
* University Partners.
* Students Agents.

**Special circumstances:**

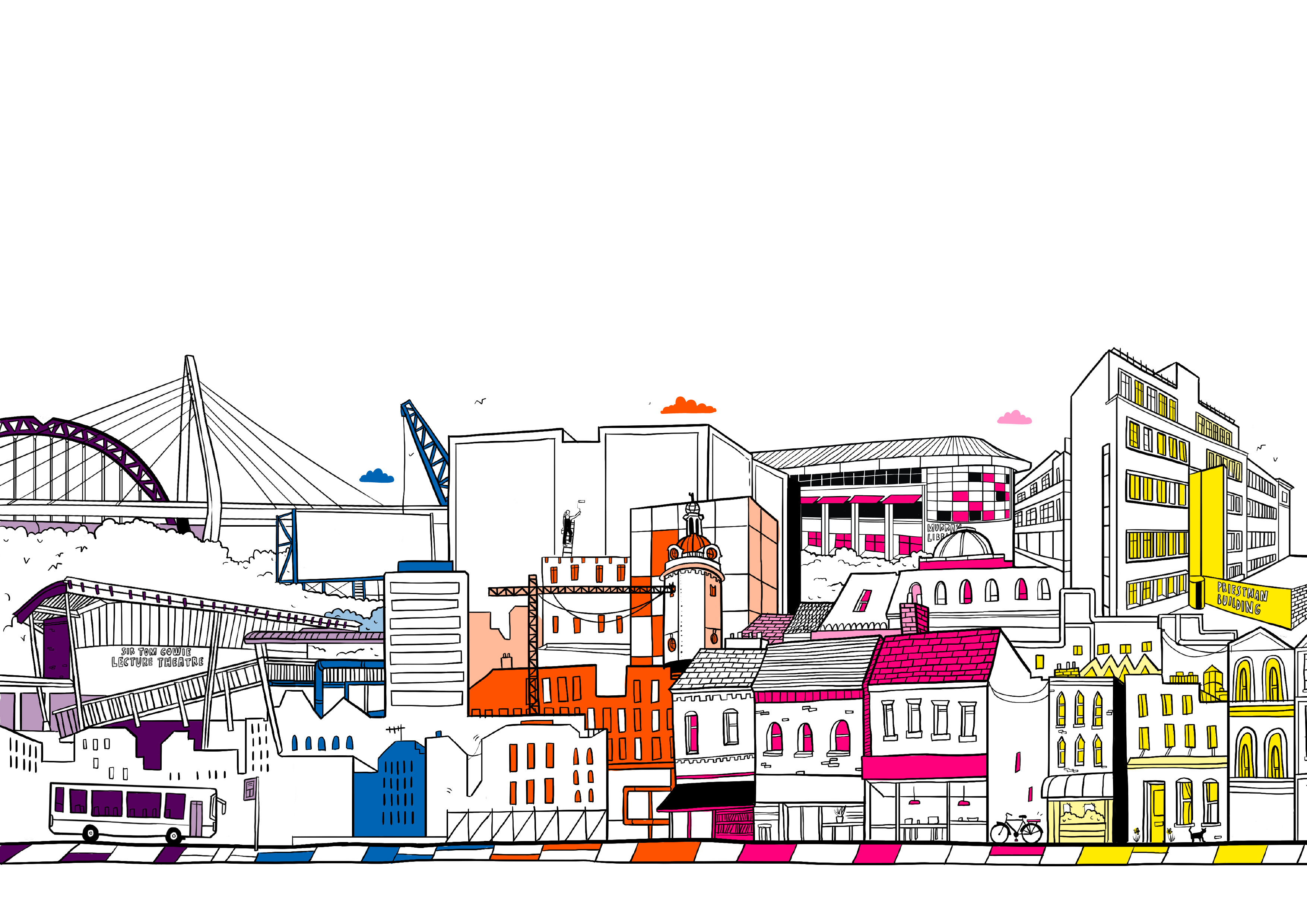
Flexibility will be required in relation to working requirements is essential in this role. You will be required to be available for work on some University Closure days (excluding statutory Bank Holidays).  
An element of overseas travel may be required periodically

### **The benefits:**

At The University of Sunderland, we are committed to creating a work environment where you can truly thrive. We recognise that our success is built on the dedication and talent of our people, which is why we have developed a benefits package designed to support you in every aspect of your life.

From generous annual leave and enhanced pay for important life events like maternity, paternity, or adoption, to flexible work options that help you balance life’s demands, we’ve got you covered. Our benefits also include access to our award-winning staff support networks, confidential employee assistance, discounts on major retail brands, leisure activities, travel to work, and more.

At Sunderland, we’re not just offering a job, we’re offering a place where you can grow, connect, and feel truly valued.



# **Who we’re looking for**

### Your qualifications include:

* Educated to GCSE level or equivalent qualification, or relevant administrative experience
* Educated to A level standard or higher or equivalent qualification (desirable).
* Professional qualification in a relevant area - e.g. Customer Service or Business Administration (desirable).

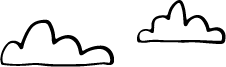
### Your experience includes:

* Accurate working to established timelines in a busy office environment.
* Providing (and an ongoing commitment to) excellent customer service.
* Using SITS or other customer records/relationship systems.
* Confident decision making against established frameworks and guidelines
* Working within the HE sector (desirable).

**What we’re looking for**

Your expertise includes:

* Excellent communication skills.
* Good organisational and administrative skills.
* Being adaptable with a positive can-do attitude.
* Working autonomously or as part of a wider multi-disciplinary team.
* Ability to build and develop relationships with a wide range of stakeholders.
* IT literate, with ability to interrogate large and complex data sets.
* Empathy and sensitivity to the cultural expectations of working with partners.



**Culture Framework:**

Our Culture Framework presents the way we do things at the University of Sunderland. It is a living document of our culture. It supports how we apply ourselves at work and it helps with our approach to making decisions and working with each other.

It is woven into all our people policies and procedures, supporting how colleagues are managed, recognised, and developed. Our values are our shared principles as an institution. We undertake actions to make them come to life. If you decide that a career with us is perfect for you, then these principles will lead and motivate your work every single day.



**INCLUSIVE**

We celebrate our diverse culture where everyone's contribution is welcomed and valued.

What role models do:

RESPECTFUL - Understand differences & respect Individuality

AUTHENTIC - Strive for honest & genuine interactions

DIVERSITY CHAMPIONS - Invite & listen to the views & opinions of others



**INSPIRING**

We will provide an inspiring, enterprising, and empowering experience for our students and staff.

What role models do:

ENTHUSIASTIC - Bring pride to the work we do, championing the work of others and our University

ENCOURAGING - Motivate & support others through meaningful feedback

LIFE-LONG LEARNERS - Continually seek opportunities to develop & share learning with others



**INNOVATIVE**

We value people for their creativity and update our knowledge and practice to enhance the student experience and improve our institutional performance.

What role models do:

CREATIVE - Look inside & outside of the University for inspiration

CURIOUS - Open to ideas, asking questions & challenging respectfully

SOLUTIONS FINDERS - Look for ways to continually improve & taking risks to make it happen



**COLLABORATIVE**

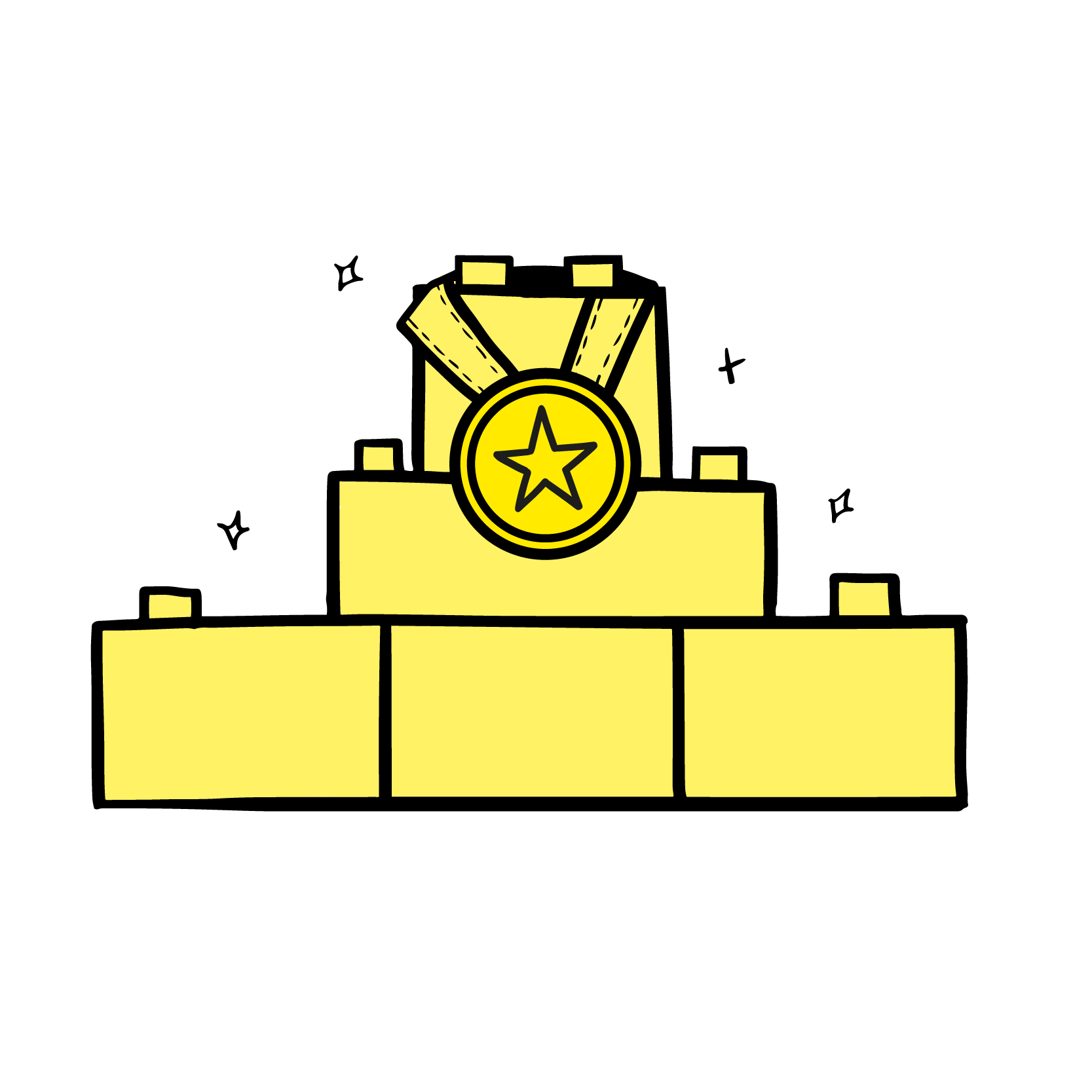
We work together as a community with our partners and build lasting relationships to achieve our shared ambition.

What role models do:

ACCOUNTABLE - Take ownership of our own work and our impact on others

COMMITTED - Share information and knowledge with others

RELATIONSHIP BUILDERS - Work effectively in our own teams but also involve others outside of our immediate teams or the University



**EXCELLENT**

We strive for EXCELLENCE in all that we do in teaching, learning, research and knowledge exchange, as well as in the services we provide to students and to each other.

To enable us to be excellent, we seek to act in ways that are INCLUSIVE, INSPIRING, INNOVATIVE & COLLABORATIVE.