



UNIVERSITY OF
LINCOLN

UNIVERSITY OF LINCOLN JOB DESCRIPTION

JOB TITLE	Global Experiences Engagement Coordinator				
DEPARTMENT	Lincoln International Business School				
LOCATION	Brayford Pool				
JOB NUMBER	BM3068	GRADE	4	DATE	June 2021
REPORTS TO	Global Experiences Manager				

CONTEXT

This is an exciting opportunity to join the dynamic Lincoln International Business School Global Experiences Team. To support delivery of value-added engagement and opportunities aimed at bringing our International students & Home students together into our 'One Community' here at the University of Lincoln. The predominant aspects of the role are to support our International students pre and post arrival, to ensure a positive and smooth welcome into university life in the UK and to engage our students to connect with the university community through innovative events and connect with key areas of support across the university. The role calls for an innovative and motivated individual who has an interest in Internationalisation and creating a positive and inclusive environment for our students through bespoke opportunities and events.

JOB PURPOSE

The role will provide this support and engagement through the following:

- Facilitate and coordinate events to support international students coming to the UK and to aid our 'One Community' strategy.
- Manage our ready-made suite of opportunities available to aid student engagement including Global Month, Global Lounge and the Global Certificate.
- To plan and lead the Global Experiences Team social media and marketing to promote and brand events.
- To liaise with other university departments to build engagement activities and to ensure effective and appropriate support is available for all students.

KEY RESPONSIBILITIES

Student Engagement and Support
<ul style="list-style-type: none">• Acting as a first point of contact for our international students through communication platforms pre and post arrival to establish a supportive connection with the Global Experiences Team.• To provide updated and relevant information to support International students in connecting with relevant support departments.• To support projects alongside Associate Professor of International Pedagogy in relation to the Intercultural Transition Programme.
Planning and Organising Resources and Events
<ul style="list-style-type: none">• To create posts and marketing material to be used across Global Experiences sites and on newsletters and to disseminate to academics and wider university departments to engage and motivate international and home student participation in events and to give/update any needed information.• To work with team members and wider university departments to create events to engage and motivate student participation to include one Global Month per Year, cultural and holiday events.• To structure a yearly plan to align with the cultural and academic university calendars.
Liaison and Networking
<ul style="list-style-type: none">• To work closely with students to train and aid on producing their own events as part of the Global Certificate Platinum.• To work closely with English Language Centre, Students Support, Students Union, Library, Careers & Employability, Student Wellbeing, International Students Advice Centre, International Office and the Tier 4 compliance team to keep updated with all relevant information and in the creation of events and informational material.
Administrative Duties
<ul style="list-style-type: none">• To provide administrative support for the Intercultural Transition Programme and connected projects.• To maintain a schedule of students signed up to the Global Certificate, including email updates and information.• To maintain email contact through the Global Experiences Team email, with International students regarding general enquiries and support.
Participating in University Events
<ul style="list-style-type: none">• To attend open days and recruitment events to promote our 'value added' opportunities to Home and International Students.• The nature of the work may require some duties to be performed at evenings and/or weekends.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role

The post holder will be able to work on their own initiative as well as part of the Global Experiences team. The post holder will be able to demonstrate an innovative and motivated approach to International and home student engagement, have a keen eye for detail, and successful relationship management with students and staff. As with all posts in the Department the role holder will be expected to work flexibly and have a broad understanding of the various contributory elements that make up the overall work of the Department. The post holder will be able to deal student enquiries and staff enquiries in a timely manner and to use their initiative to ensure any issues are dealt with quickly and efficiently.

Key working relationships/networks

Internal	External
<ul style="list-style-type: none">• Global Experiences Manager• Global Experiences Team• International Professor of Pedagogy• College Marketing & Communications Team• Students Union – VP International• Careers & Employability• English Language Centre• Student Support Centre• Wellbeing• University Chaplaincy• University Library	<ul style="list-style-type: none">• International Partner Universities• University Alumni• Local Community connections



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UNIVERSITY OF LINCOLN PERSON SPECIFICATION

JOB TITLE	Global Experiences Engagement Coordinator	JOB NUMBER	BM3068
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
A Degree or equivalent experience	E	A
Experience:		
Experience of working in a HE environment	D	A
Experience of supporting students	E	A/I
Experience working in an International or culturally diverse environment	D	A/I
Experience of planning an event or leading a project	E	A/I
Skills and Knowledge:		
Excellent IT skills with particular emphasis on social media	E	A/I
High level of written and oral communication skills	E	A/I
Ability to communicate with students from a wide range of cultural backgrounds	E	A/I
Understanding of, and commitment to, policies and procedures including the Data Protection Act (GDPR), confidentiality, equal opportunities	E	A/I
Competencies and Personal Attributes:		
Flexible and proactive work ethic	E	I
Excellent organisation skills including the ability to plan, prioritise and manage own workload	E	I
A demonstrable commitment to providing a customer-orientated service and enhancing the 'student experience'	E	I
Commitment to the delivery of high standards of service. Ability to maintain confidentiality	E	I
Professional and positive approach	E	I
Business Requirements:		
Flexible hours to accommodate occasional evening and weekend working	E	A/I

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	JT	HRBA	PC
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