**Global Partnerships Administrator**



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| School/Department: | UCA Global |
| Grade: | 5 |
| Reports to: | Head of Global Partnerships |
| Responsible for: | N/A |
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| Job Summary and Purpose: | The postholder will be responsible for delivering high levels of service and support to UCA’s network of global partners. To support the Global Partnerships Office team in the efficient and timely administration of a range of activities pertaining to UCA’s global partnership initiatives. |

1. **MAIN DUTIES**

This professional role will encompass all of the following, but the balance of duties and responsibilities will be determined in agreement with your line manager and the principles of the stated job purpose.

* 1. To be responsible for the provision of a high-quality administrative service to partners across all aspects of UCA’s global partnerships
	2. Assist in the production of materials, guides and handbooks relating to the efficient operation and oversight of a large network of global activities.
	3. Coordination of induction and briefing sessions for new and existing partners as well as the timely dissemination of relevant updates via a range of media to ensure currency and accuracy of knowledge pertaining to partnership activity is in place.
	4. Corresponding with partners on behalf of the Global Partnership Office and other UCA teams through a variety of media including letter, e-mail, and MyUCA (the University’s virtual learning environment).
	5. Assistance in the administration relating to student record maintenance ensuring high levels of accuracy are maintained.
	6. Assist in the accurate recording and updating of partner and student-related data held in the University’s student record system (SITS), processing data in accordance with agreed processes.
	7. Responding to and resolving prospective and existing partner enquiries about UCA, in person, by telephone and by mail, in a professional and timely manner.
	8. Assisting, where required, in the organisation and delivery of partner events such as on campus partner visits, graduation ceremonies and validation events (this may involve occasional Saturday working, for which time off in lieu or overtime is given).
	9. Acting as a first point of contact for prospective partners requiring information and support, providing materials and advice where appropriate and directing them to specialist colleagues as required.
	10. Taking the initiative in contributing to the development of processes and systems to improve efficiency and effective working.
	11. Providing assistance to the Head of Global Partnerships and the Academic Head of Global Partnerships with the documenting of all administrative process undertaken by the Global Partnerships Office team and Link Tutors.
	12. Organisation of partner meetings such as executive partner meetings and institutional approval meetings and note taking for internal and external meetings.
1. **DUTIES OF ALL STAFF**

2.1 To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.

2.2 Maintain and promote health, safety & wellbeing awareness and commitment within the framework of the University's Health, Safety & Wellbeing policy.

2.3 Take responsibility for health and safety of yourself and others in carrying out the duties of the role.

2.4 To promote equality, diversity and inclusion in your performance of your duties.

2.5 Undertake any other work and hours of work as required to commensurate with the level and responsibility of the post.

2.6 To actively participate in learning and development to meet the requirements of your role and the University.

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| **03 Selection Matrix** | **Essential** | **Desirable** | **Used to shortlist** |
| **Qualifications** |
| 1 | Educated to degree level in a relevant discipline. |  | 🗶 |  |
| **Knowledge & Experience** |
| 2 | Experience of the provision of high-quality customer-focused services, ideally in an HE environment. | 🗶 |  | 🗶 |
| 3 | Experience in an administrative role within a high-performing environment. | 🗶 |  | 🗶 |
| 4 | Strong working knowledge of Microsoft Office software, specifically Excel, Word and Outlook.  | 🗶 |  | 🗶 |
| 5 | Experience of building and maintaining effective working relationships through collaboration. | 🗶 |  |  |
| 6 | Excellent communication and numeracy skills, written and verbal, including a high standard of written English. | 🗶 |  | 🗶 |
| 7 | High levels of probity, diplomacy and confidentiality with the ability to relate to members of staff at all levels. | 🗶 |  |  |
| 8 | Excellent organisational skills, with the ability to work flexibly and to prioritise workload whilst maintaining accuracy and attention to detail. | 🗶 |  | 🗶 |
| 9 | Resilience, stamina and reliability under pressure. | 🗶 |  |  |
| **Personal Attributes and Behaviours** |
| 10 | Excellent interpersonal skills and advisory skills, displaying a confident and friendly approach. | 🗶 |  |  |

Does the role require a DBS? NO