

Administrative Officer

(Mandarin Speaking)

Unit	Marketing and Communications Team		
Faculty	Faculty of Humanities and Social Sciences (www.strath.ac.uk/humanities/)		
Staff Category	Administrative and Professional	Reference No	I20085
Reports To	Marketing and Communications Manager	Grade:	6
Salary Range:	£27,285 - £30,688	Contract Type:	Open Contract
FTE:	1 (35 hours/week)	Closing Date	Tuesday, 24 April 2018

Job Advert

The Faculty of Humanities and Social Sciences seeks to appoint a Mandarin speaking Administrative Officer to join the Marketing and Communications Team.

The Marketing and Communications Team are responsible for promoting the global brand and reputation of the Faculty, individual Schools and programmes available for study. The work of the team is organised into three key strands: Marketing, Recruitment and Admissions. Each strand has a role in the applicant to student "journey" from generating interest and applications through to application screening and selection and ultimately converting applicants into students. The team aim to deliver this work whilst maintaining operational excellence through exemplary customer service and the efficient and effective use of resources.

The portfolio of programmes is large and diverse, attracting a range of different student types. The Faculty have ambitious targets associated with student recruitment and in particular to increase the number of postgraduate study students and to all levels of study from overseas and other countries within the UK, whilst maintaining a core of Scottish students.

In particular, the University and Faculty has direct links and partnerships with Higher Education institutions in China.

The post-holder will play an important role in the Faculty's work in China, supporting both students during the application process and senior staff and academics visiting China. The role will also include reporting on the outcomes of partnership and recruitment activity. Applicants will be fluent in spoken and written Mandarin, coupled with a strong proficiency in English, have experience of using language skills in a work setting and demonstrate exceptional organisational skills, with the ability to manage different tasks at once. Previous experience of working in a similar role in a Higher Education Institution and an interest and knowledge of higher education in the UK are desirable.

Job Description

Brief Outline of Job:

The successful candidate will be based within the Marketing and Communications Team and provide support to both the Faculty of Humanities and Social Sciences and Strathclyde Business School. The postholder will contribute towards planning, provide advice to peers and students, attend meetings, report on outcomes and maintain communication with partner institutions and applicants.

Main Activities/Responsibilities:

1.	Independently deal with all enquiries from Chinese student applicants, higher education institutions and partner institutions, responding effectively and efficiently, providing.
2.	Provide support to colleagues responsible for the welfare of Chinese students.
3.	Facilitate discussion with prospective students and partners via the Faculty WeChat account., providing advice, guidance and detailed information on the University, Faculty and courses.
4.	Provide specialist advice and support to senior academics and staff visiting academic institutions and industry partners in China and attending student recruitment events.
5.	In partnership with Faculty stakeholders, plan and deliver events for international visitors and students.
6.	Attend regular meetings regarding the University's activity in China. Report main discussion points and actions to relevant team members.
7.	Assist with articulation agreements with Chinese partner institutions.
8.	Interpret for Mandarin speaking visitors and students at meetings when required.
9.	Translate promotional materials into Mandarin.
10.	Research, prepare and distribute a regular newsletter to partner institutions.
11.	Report on activity and suggest improvements to current practice
12.	Manage and process applications from Chinese students applying to study.
13.	Support the wider work of the Marketing and Communications Team during peak times and contribute to annual strategic planning.
14.	Any other duties as may be required and which are appropriate to the grade and role.

Person Specification

Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

E1 HNC/HND in a relevant discipline and some similar work experience or considerable similar work experience

D1 Degree in a relevant discipline

Experience

E2 Experience of using language skills in a work setting

E3 Fluency in spoken and written Mandarin, coupled with a strong proficiency in English

E4 Experience of working collaboratively with colleagues in a wider team

D2 Experience of copywriting

D3 Experience of using a customer relationship database

D4 Experience of working within the Higher Education sector in a similar role

Job Related Skills and Achievements

E5 Excellent interpersonal and communication skills, both written and verbal

E6 Exceptional organisational skills with the ability to multitask effectively and plan ahead

E7 Proven ability to manage work to deadline and prioritise tasks appropriately

E8 Assertive, with the ability to persuade and influence multiple stakeholders

E9 Excellent IT skills (including Microsoft Office, Word, PowerPoint, Excel and Databases)

D5 Knowledge of social media platforms and conversational apps (e.g. WeChat)

D6 An interest and knowledge of higher education in the UK

Personal Attributes

E10 Creative problem solver

E11 Target/ results driven

E12 Ability to carry out duties independently with limited recourse to senior colleagues

Other Relevant Factors

D7 Willingness to undertake some evening/weekend work (events if required)

D8 Knowledge of data protection

Application Procedure

Applicants are required to complete an application form including the name of three referees who will be contacted before interview without further permission, unless you indicate that you would prefer otherwise. Applicants should also submit a Curriculum Vitae and a covering letter detailing the knowledge, skills and experience you think make you the right candidate for the job. Applicants should also complete the Equal Opportunities Monitoring Form.

Other Information

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Stewart Coubrough, Recruitment Officer (Email: stewart.coubrough@strath.ac.uk, Tel: 0141 444 8216).

Rewards and Benefits

Our staff have access to a wide range of outstanding benefits that include financial rewards, family friendly and wellbeing benefits and career development opportunities, details of which can be found [here](#).

Conditions of Employment

Conditions of employment relating to the Administrative and Professional staff category can be found at: [Conditions of Employment](#).

Probation

Where applicable, the successful applicant will be required to serve a 9 month probationary period.

Pension

The successful applicant will be eligible to join the Universities' Superannuation Scheme. Further information regarding this scheme is available from [Payroll and Pensions](#).

Relocation

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them. Further details are outlined in the Relocation Policy.

Interviews

Formal interviews for this post will be held on Thursday, 3 May 2018.

Equality and Diversity

We value diversity and welcome applications from all sections of the community.

The University currently holds a Bronze Athena SWAN award, recognising our commitment to advancing women's careers in science, technology, engineering, maths and medicine (STEMM) employment in academia.



Conditions of Employment

Administrative and Professional Services Staff Grades 6 and above

1. GENERAL CONDITIONS

Members of staff are subject to the Charter and Statutes and the Ordinances and Regulations of the University, published in the Calendar, and to any amendments or additions thereto approved by the University Court and, in the case of the Charter and Statutes, the Privy Council. Staff are also expected to familiarise themselves with, and adhere to, general University policies and procedures, as published on University web pages.

The University Court recognises Strathclyde University and College Union (SUCU) as the sole body with which it will negotiate and consult on all collective issues concerned with the terms and conditions of employment of Administrative and Professional Services staff in Grades 6 and above. Such terms and conditions may be varied by the University Court after negotiation and consultation with SUCU.

Each member of staff is responsible for the proper performance of allocated duties to the person or persons specified in the member of staff's letter of appointment and any accompanying papers.

The University is committed to ensuring that its business is conducted in an open and transparent manner and will take all appropriate steps to address risks of bribery or corruption. Members of staff are required at all times to act honestly and with integrity and to safeguard the resources for which they are responsible. The University has in place a robust Public Interest Disclosure (Whistleblowing) Policy to enable concerns to be brought to its attention. This is available at www.strath.ac.uk/publicinterestdisclosure. Other relevant policies, e.g. Fraud Prevention and Conflicts of Interests, can also be found on the University's website.

Any member of staff may at any time be exposed to commercially sensitive information, information related to potentially valuable intellectual property or information which may otherwise be of a confidential nature. This information, which could be found anywhere in the University, may be written or disclosed orally, can include information of a commercial or technical nature, and may be owned by the University or by third parties. The University requires all employees to keep any such information confidential in the first instance and not disclose, publish or otherwise disseminate it without prior consent of the University. Such confidentiality obligations are commonplace and in the commercial interests of the University. When in doubt advice should always be sought from Research and Knowledge Exchange Services prior to disclosure.

The University operates probationary periods for new staff, the duration of which will be specified in individual letters of appointment. The normal probation period for posts in this staff category is 9 months for those at grades 6 and 7, and 12 months for grades 8 and above. Further guidance on probationary procedures is published at www.strath.ac.uk/hr.

Further information on the terms and conditions specified in this document and other staffing policies and procedures can also be found at www.strath.ac.uk/hr.

2. SALARY

Appointments are made at an appropriate salary point on the University's grading structure, with initial placing determined according to qualifications and experience. Increments are paid to staff on 1 April each year, when the employee has a minimum of 6 full months of service at the appointed grade, allowing progression to the next point on the salary scale until the top guaranteed point of the scale is reached.

Arrangements in relation to overtime, additional hours, non-standards and on-call working are published at www.strath.ac.uk/staff/policies/hr

Salaries are paid directly to staff members nominated bank account, normally on the second last working day of the month.

3. HOURS OF WORK

The normal working week is 35 hours. Unless otherwise indicated in an individual's letter of appointment, the normal hours are 9.00am to 5.00pm Monday to Friday with a one hour lunch break. Certain members of staff may be required to work some hours outwith this normal pattern and this should be agreed locally.

Overtime rates do not apply to staff grades 6 and above. Where a Head of Department/School/equivalent requests additional work, above the standard working week to meet the particular requirements of the Department, equivalent time off in lieu may be granted by prior agreement.

4. HOLIDAYS

Annual leave entitlement is 31 days per year to be taken by agreement with the line manager. For staff members working on a part-time basis, holidays will be calculated on a pro-rata basis.

In addition to annual leave there is an entitlement to eleven public holidays per year which should be taken on days that the University is closed for this purpose. The University presently closes for four additional days over the Christmas and New Year period. **These additional days count against the annual leave entitlement.**

For staff members working on a part-time basis, public holiday entitlement will be calculated on a pro-rata basis.

Annual leave and public holiday entitlements should be taken in the leave year to which they relate. Up to five days leave can be carried forward into the new leave year subject to line management agreement. In exceptional circumstances, Heads of Department/School/equivalent may approve carry forward of accrued annual leave in excess of five days.

The University's expectation is that staff take all accrued holidays prior to their termination date. If staff have exceeded their entitlement the University will deduct an equivalent number of days pay from final salary payments.

5. SICKNESS ABSENCE

During any period of absence through illness or injury provided the appropriate notification and certification procedures have been followed the University will pay a member of staff (having taken account of the aggregate of all periods of absence due to illness during the twelve months immediately preceding the first day of the current absence) as follows:

Period of Continuous Employment at start of absence from work	Full Pay	Half Pay
Less than 1 year	1 month	1 month
1 year but less than 2 years	2 months	2 months
2 years but less than 3 years	4 months	4 months
3 years but less than 5 years	5 months	5 months
5 years or more	6 months	6 months

In order to manage the University's sick pay scheme the University requires to maintain sickness absence records on individual members of staff. When making payments after the expiry of statutory sick pay the University will deduct an amount equivalent to any benefit normally payable by the Department of Work and Pensions. For full details on the general University policy in this area please refer to the Sickness Absence Management Policy at www.strath.ac.uk/staff/policies/hr.

6. PENSIONS

New members of staff, aged under 75, will be admitted automatically to membership of the Universities Superannuation Scheme (USS) on taking up appointment. If you are already in receipt of a USS pension you will join USS in accordance with pension auto-enrolment regulations. USS requires a contribution from the member, currently 8 per cent of pensionable salary. A contribution, currently 18 per cent of pensionable salary, is paid by the University. From 1 April 2016 all members are part of the career revalued benefits scheme called the USS Retirement Income Builder. From 1 October 2016 a threshold, initially of £55,000 a year, will apply to the maximum salary that counts towards the USS Retirement Income Builder. From the same date a new defined contribution section of the scheme called USS Investment Builder will open and any contributions above the threshold will be invested in this section. The exception to automatic membership of the pension scheme applies if your post is located out with the UK in an EU member state. If this is the case membership of USS is not available to you.

New members of staff may opt out of USS within three months of taking up appointment and will then be treated as if they had never been a member of the scheme. After three months members of staff who wish to withdraw from USS during their employment will be required to give a minimum of 28 days' notice in writing to the University. Any member of staff who wishes to opt out should contact the Pensions Section, Finance, in the first instance (pensions@strath.ac.uk). Please note that if you are a member of Pensions Plus and withdraw from USS with less than two years of membership, or cease employment with the University and have less than two years of USS membership, the option of a refund of pension contributions will not be available to you. Instead, USS must provide you with a pension benefit that is payable from your retirement date.

The University reserves the right to alter or withdraw Pensions Plus as it sees fit or as required to comply with legislative changes. Withdrawal or amendment of Pensions Plus will not affect your membership of USS. If you do not wish to participate in Pensions Plus but wish to remain in the pension scheme please contact the Pensions Team who will provide you with a non-participation form.

Information regarding pension scheme membership can be found on the Pensions pages of the University's website. Full information regarding USS can be found on the USS website – www.uss.co.uk

7. PLACE OF WORK AND RESIDENCE

Members of staff will be based on the John Anderson Campus, unless otherwise stated in the letter of appointment. The Department/School in which the post is initially placed will be specified in the letter of appointment although there will be an expectation to work at such other places as required in the course of employment.

If the need arises for members of staff to work outside the UK for a period (or periods) of more than one month then such arrangements will be subject to mutual agreement. Members of staff would then be provided with a statement in advance setting out the terms covering such periods of employment.

The University does not normally place specific restrictions upon the place of residence of members of staff. All staff are, however, expected to reside in a location which is compatible with the satisfactory fulfilment of all the duties associated with their appointment.

8. CONSULTANCY/FURTHER ACTIVITIES

To support the strategic objectives of the University and to facilitate individual professional development, the University encourages staff to engage in professional activities with outside bodies related to their field of work. In many cases, such activity will be approved on the basis that it represents University knowledge exchange activity and should therefore be treated as part of the individual's overall workload and managed through the University's systems. It is also recognised that there will be some cases where an activity is entirely separate from the University and should thus be notified/approved as a personal business activity. For further information please refer to the "University Procedure in relation to Work for Outside Bodies including Consultancies", which forms part of the employment contract and can be accessed at www.strath.ac.uk/hr

9. DISCIPLINARY AND GRIEVANCE PROCEDURES

Further information on the University's disciplinary and grievance procedure can also be found at www.strath.ac.uk/policies/hr or on request from Human Resources.

10. NOTICE AND TERMINATION

The employment of a member of staff is terminable by at least three months in writing, on either side; except during probationary period when the notice period is one month. If notice is being given by a member of staff earlier release may be granted if this can be arranged without detriment to the work of the department or area. If the appointment is for a fixed term it will expire at the end of the period without the necessity for notice. Fixed term contracts may be terminated by either party short of the expiry date by the serving of one month's notice in writing. The University is not obliged to continue a fixed term appointment beyond the employment period. For employees appointed above Grade 10, the notice period for both the employer and employee will be 6 months, except during the probationary period when a one month's notice period will apply. One month's notice will also apply for fixed term contracts terminated short of the expiry date.

Revised November 2017