

Erasmus+ Traineeship opportunity within Student Operations

Department	Student Operations, Academic Division
Position title	Erasmus traineeship (up to 2 posts)
Duration of position	6 months (longer duration may be possible on application), available from September 2015

Dimensions of the role(s)

One post is primarily based in the International Student Team, which is part of Student Operations. The successful applicant(s) would also be expected to spend a proportion of the internship working with other units in Student Operations including Graduate Admissions.

The second post would be based within Student Registry, also part of Student Operations

The International Student Team provides specialist information and support to students who come from outside the UK to study at Cambridge and to Cambridge students who study overseas as part of their course. This specialist information and support is also available to colleagues across the collegiate University.

Our key areas of specialism include:

- UK immigration and visas: managing the University's sponsor licence, granted annually by the UK government, permitting us to sponsor students to study at Cambridge, including all matters of compliance
- Study abroad opportunities: for incoming and outgoing students through established exchange programmes, travel grants and short international study opportunities
- Visa advice service: for students and staff on student immigration
- Orientation: welcoming and introducing new international students to study and life in Cambridge and the UK.

We have a wide client base, serving international students, academic staff, and administration staff in all areas of specialism.

Graduate Admissions is responsible for the admission of the University's Graduate students.

Student Registry is the administrative centre for the maintenance of the University's student records, fee liability and associated activities for students and staff. The two main



sections are Fees and Graduate Funding and Records and Examinations.

Working with each member of the team you will undertake the following:

Main Responsibilities

Key duties and responsibilities	
1	Administrative Support (all teams)
	<ul style="list-style-type: none"> • Answering routine enquiries from callers, students, academics, and senior management by email, telephone and in person • Administrative support for members of the team • Filter non-routine enquires to correct source • Deal with incoming and outgoing post • Photocopying and scanning of documents • Shredding of confidential material • Ensuring filing systems are up to date • Reception cover
2	International Student Team
	<p>Student Immigration</p> <ul style="list-style-type: none"> • Reviewing student data for accuracy and completeness • Liaising with Colleges where data missing or incomplete • Supporting production of documents which are required by students to apply for a visa • Maintaining accurate records • Supporting development of information for international students • Filtering immigration enquiries to appropriate colleagues or external agencies <p>Student Exchanges</p> <ul style="list-style-type: none"> • Ensuring all required paperwork for outgoing students is complete • Maintaining accurate records for incoming and outgoing exchange students • Assisting with the organisation of orientation sessions for students participating on an exchange (incoming and outgoing) • Maintaining accurate records of contacts in overseas universities and partner institutions • Assisting with the organisation arrangements for any visits from partner universities • Preparation and distribution of mail-outs for students and staff <p>Student Orientation</p> <ul style="list-style-type: none"> • Preparation and support for orientation sessions for new international students
3	Student Registry
	<ul style="list-style-type: none"> • Examination preparation including seating plans, desk tickets, documenting support models, schedule creation and support. • General tasks listed in section 1.

4	Graduate Admissions
	<ul style="list-style-type: none"> • Acting as the key contact for funding offers • Liaising with departments in relation to the documentation required for international scholarships • General tasks listed in section 1

Person profile

Essential knowledge, skills and experience required the role

Education & qualifications	<p>Must be a current student enrolled on a Bachelor or Masters level degree course.</p> <p>Must be proficient in English (spoken and written) i.e.: CEFR level C1/C2 or IELTS grade 7</p>
Specialist knowledge & skills	<p>Proficient in Microsoft Office applications, e.g.: Outlook, Word, Excel, Access</p>
Interpersonal & communication skills	<p>Must be able to communicate effectively and clearly with all client base</p> <p>Must be able to be diplomatic in problematic situations</p> <p>Must show intercultural awareness</p> <p>Must be able to deal with people at all levels</p>
Relevant experience	<p>Experience of working in an office based environment</p> <p>Experience of managing confidential data</p>
Additional requirements	<p>Must be able to work to a high level of accuracy, and follow set procedures and work within legal frameworks</p> <p>Ability to organise and deliver multiple priorities within tight deadlines</p> <p>Ability to work successfully in a small team</p> <p>Willingness to be adaptable to changing demands and deadlines</p>

Applicants must have the right to work in the UK

Hours of Work

Monday to Friday, 09.00-17:00 with 1 hour lunch break and 20 minutes morning break

Application Procedure

Please e-mail your CV together with a covering letter describing the reasons for applying to exchanges@admin.cam.ac.uk marked for the attention of Laura Bentham. Please indicate your preferred dates for the traineeship, and supply the names and contact details of two referees who we can contact.

If your application is successful, we will arrange to hold a telephone interview, and take up your references. The interview provides you and us an opportunity to learn more about each other and determine whether this is the right internship for you.

The deadline for submission is 7th May 2015. Telephone interviews will take place soon after.