**Graduate Internship Programme – Job Description**

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| **Job title** | International Student Experience Project Coordinator (STUX) |
| **School / Department** | Student Experience |
| **Line manager who the intern will report to** | Andreea Coroama |
| **Is this role hybrid working or permanently onsite at UWL?** | Majority on site with some hybrid |

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| **Please provide a one sentence description for advertising the role on the GI website** |
| Perfect opportunity for a graduate interested in pursuing a career in marketing/business. |

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| **Main purpose of the job** |
| The aim of the internship is for the post holder to gain employability skills and experience of working in a professional working environment and an understanding of aspects of the business.The main purpose of this role is to provide project, administrative and technical support to cover the duties of graduate-level project (s) assigned by a line manager from the Student Experience Department.The post holder will be working within a team and will be expected to use their initiative and undertake self-directed learning within a supportive environment to develop their skills and gain a good working knowledge of the International Student Experience policies and procedures and of the wider University, to ensure that international students receive the support and resources they need to succeed both academically and socially.Graduate Interns will be supported throughout their internship with a programme of development and evaluation. |

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| **What you will gain from this internship** |
| * Review previous content and identify areas for enhancement (Gain decision-making skills)
* Play a key part in our International Student Experience Project (Gain planning skills)
* Opportunity to write creative copy (Gain collaboration skills)
* Support the development of the International Students Student webpage (Gain HE sector knowledge)
* Support the development of international students' communication materials (Gain marketing skills)
* Develop your communication skills interacting with a wide variety of stakeholders (Gain professionalism skills)
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| **Key areas of responsibility** |
| * Support with the monitorisation of the international student's journey by making phone calls and emails.
* Support the development and implementation of projects and initiatives aimed at improving the international student experience, from pre-induction, induction and integration to graduation (webinars and on campus sessions).
* Developing content for our various international student communications, such as: pre-induction, induction comms and the international student's newsletter.
* Collaborate with the communications teams to promote events and initiatives to the international student body.
* Monitor and evaluate the impact of projects and initiatives on the international student experience, providing regular reports.
* Provide support and guidance to international students on a range of issues, including UWL student life, cultural adaptation, academic challenges, and personal wellbeing
* Providing general administrative support to the wider team
* You will also be required to be student facing and deliver excellent customer service during on campus events such as: Induction.
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| **Skills/knowledge required** |
| * Knowledge of equality and diversity principles to ensure we continue to meet the needs of our wide demographic of students
* Organisation and time-management Skills
* Communication Skills - both written and verbal
* Excellent interpersonal with the ability to work effectively with diverse groups of people
* Creative and innovative thinker with the ability to generate new ideas and initiatives
* IT skills - specifically PowerPoint and Excel
* Planning Skills
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| **Recruitment criteria** |
| Graduate must have completed an undergraduate degree, BA/BMus/BSc/BEng/LLB etc. and be from the summer graduating class of June/July 2023. |