

Job Description

Post/job title:	Global Engagement and Strategic Partnerships (GESP) Coordinator
Ref:	POSN110318
Location including building:	Studland House / Executive Business Centre (or as required)
Faculty/Professional Service:	Global Engagement and Strategic Partnerships
Group/section:	International Student Recruitment; Mobility & Exchange
Normal hours per week: (Some flexibility will be required in order to ensure that key time scales and deadlines are met)	37 (Full-time - 1.0 FTE)
Grade:	4
Accountable to:	International Agents Manager. The post holder will also work closely with the Global Mobility Manager for priority-setting related to the other area of responsibility.
Special Conditions:	Flexible approach and additional hours may be required. The post holder will work across two teams, spending approximately 2.5 days per week supporting International Student Recruitment and 2.5 days per week supporting Global Mobility & Exchange.

Job Purpose

This shared Coordinator role provides high-quality administrative, operational and coordination support across two distinct but complementary functions within Global Engagement & Strategic Partnerships: International Student Recruitment and Global Mobility.

The post holder will support the University's international strategy by contributing to the recruitment of non-UK students, the effective management of international representatives and recruitment activity, and the administration of student and staff mobility programmes and funding schemes. The role requires excellent organisational skills, attention to detail, and the ability to manage a varied workload across two teams while ensuring compliance with internal policies and external regulations.

Main Responsibilities

Generic Responsibilities

1. Provide professional, accurate and timely administrative and operational support across both teams.
2. Manage multiple priorities and deadlines, ensuring high levels of accuracy and attention to detail.
3. Maintain accurate records and data in line with data protection, audit and reporting requirements.
4. Support financial administration, including processing payments, invoices and budget monitoring, in line with university procedures.
5. Proactively review and improve administrative processes to enhance efficiency, compliance and stakeholder experience.
6. Act as a first point of contact for enquiries, providing advice and guidance and escalating complex issues as appropriate.
7. Contribute to a positive team culture and work collaboratively with colleagues across Global Engagement & Strategic Partnerships and the wider University.

International Recruitment Coordinator Responsibilities

1. Provide administrative, operational and marketing support to the International Student Recruitment Team, with a focus on non-UK student recruitment and conversion.

2. Administer BU's international representative (agent) network, including contracts, compliance checks, supplier set-ups and commission processing, ensuring adherence to BU policies and UK Home Office requirements.
3. Support recruitment activity logistics, including staff travel arrangements, events, campus tours, freighting of materials and online recruitment initiatives.
4. Maintain and update agent databases, webpages and published content to ensure accuracy and compliance.
5. Assist with conversion activities, including responding to prospective student enquiries, organising online events and supporting digital marketing initiatives.
6. Coordinate visits by overseas partners, agents, delegations and prospective students.
7. Produce regular reports on recruitment activity, agent performance and outcomes to support planning and decision-making.
8. Liaise with Finance and Procurement to raise purchase orders, process invoices and administer agent commission payments, resolving queries and escalating issues as required.
9. To provide general administrative and event support and undertaking such other duties from time to time as may reasonably be requested by the International Agents Manager, Regional Managers, or Head of International Student Recruitment.

Global Mobility Coordinator Responsibilities

1. Provide administrative support for incoming and outgoing student and staff mobility programmes, ensuring compliance with external funding and scheme guidelines.
2. Administer mobility funding schemes, including the Turing Scheme and other funding streams, from application through to reporting and audit.
3. Manage application processes, data entry, correspondence with applicants and follow-up requirements, including monitoring returns and collecting evidence of participation.
4. Provide advice and guidance to students and staff on mobility opportunities, funding processes and requirements via email, drop-ins and events.
5. Support the development and delivery of communication, marketing and action plans for mobility schemes and international partnerships.
6. Coordinate and attend promotional events related to student mobility, including open days and information sessions.
7. Process grant payments and manage day-to-day administration of mobility budgets, monitoring expenditure and reporting concerns as required.
8. Support the administration and development of international partnerships and related global engagement activities.
9. To provide general administrative and event support and undertaking such other duties from time to time as may reasonably be requested by the Senior Global Mobility Coordinator, Global Mobility Manager, or Head of International Mobility and Exchange.

Organisation Chart

Global Engagement and Strategic Partnerships is responsible for the University's strategic international activities, including but not limited to international partnerships, and international student recruitment.

The International Recruitment Coordinator reports to the International Agents Manager. The post holder will also work closely with the Global Mobility Manager for priority-setting related to the other area of responsibility.

Contacts

Internal: Academic and Professional Services staff across the University, including Global Engagement & Strategic Partnerships, Marketing & Communications, Finance and Academic Services.

External: Prospective and current international students, international representatives and partners, UK and overseas higher education institutions, funding bodies and external organisations.

Challenges

- Managing a varied and time-sensitive workload while maintaining accuracy across administrative, financial and compliance processes.

- Ensuring attention to detail when handling agent contracts, data, and commission or invoice payments.
- Communicating effectively with Regional Managers, students and colleagues overseas to support recruitment and mobility activities.
- Remaining calm under pressure and delivering excellent customer service to students, agents and staff.
- Meeting deadlines for financial tasks, escalating issues when necessary, and ensuring adherence to BU policies and external requirements.

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of and comply with the Universities Sustainability Policy, Carbon Management Plan and associated documents, and to ensure that whilst at work that they demonstrate the adoption of sustainable habits or practices and carry out their day-to-day activities in an environmentally responsible manner.

January 2026



Person Specification

Post / Job Title: Global Engagement and Strategic Partnerships Coordinator (Full-Time)
Post No: POSN110318

Faculty / Service: Global Engagement and Strategic Partnerships

Date: January 2026

SELECTION CRITERIA		Essential / Desirable
Knowledge (including experience & qualifications)		
A good standard of education to degree level or equivalent, or possessing or studying for a relevant professional qualification in marketing		D
Experience working in marketing, recruitment or international education		E
Knowledge, understanding and experience of relationship marketing and using metrics in the marketing context		E
Experience of process review and improvement		E
Experience administering complex processes in a busy, customer-facing environment and strong commitment to excellence in customer service		E
Experience of creating marketing collateral		E
Experience managing or monitoring budgets, financial processes or compliance documentation		E
Experience of working with international partners or diverse cultures		E
Knowledge of international student recruitment issues and frameworks		D
Higher Education environment experience		D
Experience producing reports and maintaining accurate data records		E
Skills		
Strong written communication skills, e.g., drafting letters/reports/minutes		E
Strong verbal communication skills		E
Ability to interpret and explain policies, procedures and compliance requirements		E
High level of IT proficiency (Excel, CRM systems, digital comms tools).		E
Strong numeracy skills for financial tracking, reconciliation and reporting.		E
Excellent time management skills, organisational skills and the ability to manage competing priorities and deadlines.		E
Effective teamwork skills and ability to build strong working relationships.		E
Attributes		
Professional, proactive and flexible approach to work		E
Accuracy and excellent attention to detail		E
Excellent interpersonal skills		E
Ability to prioritise demanding and varied workload in an organised way and to remain calm under pressure and demonstrate service excellence.		E
Appreciation and understanding of situations requiring tact and diplomacy		E
Confidence when liaising with stakeholders at all levels, internally and externally.		E
Ability to work independently and make informed decisions within set guidelines.		E
Commitment to fostering a global outlook and representing BU internationally.		E
Additional language skills		D