

## JOB DESCRIPTION & PERSON SPECIFICATION

**1. JOB INFORMATION**

Post Title: **Administrator – Coventry University Joint Institute**

Base: **Ling Shui, Hainan**

**2. JOB DESCRIPTION**

**2.1 Purpose**

We are recruiting an administrator for our new joint institute with the Communication University of China in Ling Shui, Hainan. This is a new role which will be the first point of contact for student queries at the campus, resolving queries and signposting as needed. The role will also provide administrative support locally to the Coventry University Joint Institute on behalf of Coventry University.

**2.2 Main Duties and Responsibilities**

**Administrative Support:**

Responsible for the day-to-day administration of Coventry University in the Hainan Joint Institute, including but not limited to:

* Acts as the first point of contact for students at the campus. Resolves issues and signposts students to different services located in both the campus and in the UK as needed.
* Provides a high level of administrative support to the Leadership team and wider team of the CU Joint Institute.
* Take minutes/records of meetings when required.
* Liaise with Institute staff in monitoring student attendance.
* Liaise with administrators at CU and respond to requests for information and assistance.
* Develops and implements a range of administrative filing systems to ensure accurate record management.
* Undertakes administration work to support the CU – Hainan Project
* Organize and resolve general administrative issues/queries independently, providing advice on procedures and related matters to the staff at all levels and to students; recommending alternative sources of information/courses of action if unable to assist.
* Organize and publicize CU guest lectures.

**Other:**

* To undertake such other reasonable duties as may be required commensurate with the grade of the role and as required.

**AND** such other duties as are within the scope and the spirit of the job purpose, the title of the post and its grading.

**2.3 Supervision Received**

Academic Dean and Associate Pro Vice-Chancellor, China Partnerships

**2.4 Contacts**

Staff at all levels throughout the CU Joint Institute and CU Educational partners at a national level in the region covered by the CU Relevant local and national organisations, including government agencies.

**3. PERSON SPECIFICATION**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| ***Education/***  ***Qualifications*** | Bachelor’s degree or above | UK education background with a bachelor’s degree or above |
| ***Experience***  ***(Paid and Unpaid)*** | Experience within an administration/customer service role |  |
| ***Job-related skills/***  ***Aptitudes*** | Ability to work effectively and accurately under pressure and be able to prioritise workload.  Excellent organisation and coordination skills.  Ability to problem-solve and resolve issues.  Excellent ability to communicate in English and Mandarin both orally and in writing.  Proficient in Microsoft Office (Microsoft Word, Excel, and PowerPoint) and Social Media platforms. |  |
| ***Interpersonal Skills*** | Ability to work cooperatively within the team and across a number of virtual teams.  Ability to communicate effectively with a wide range of individuals and organisations at all levels.  Ability to work on own initiative.  Highly resilient and able to adapt to changing priorities. |  |
| ***Other Requirements*** | To be flexible in approach to working hours with the different time zone.  An appreciation of other cultures; the global reach of the University and its international agenda and an ability to work in a range of cultural environments. |  |