**Call for International Traineeship scholarship at University of Foggia International Office**

**Erasmus Working Traineeship Scholarship Description**

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| **Scholarship title:** | International Mobility Officer (Incoming/Outgoing) |
| **Central Service:** | International Relations Office (IRO) |
| **duration:** | 12 months/ 36h per week |
| **Scholarship:** | 10.200 € (12 months) + 275 € travel expenses reimbursement |
| **Location:** | International Relations Office (IRO) – University of Foggia - |

# Scholarship purpose

The International Relations Office (IRO) comes under the leadership of the Vice- Chancellor of Internationalisation and Student mobility. The principle functions of the IRO are to inform and help deliver the University International Strategy, particularly with regard to partners in their various forms, staff and student mobility, and international student recruitment and pre-arrival support.

The purpose of this post is to support the Head of International Office in all aspects of the University's study abroad and exchange activities. The role of the International Mobility (Outgoing/Incoming) role is to coordinate and administer all aspects of outgoing study abroad activity, particularly payment of the Erasmus+ grants, and to ensure efficient and seamless service delivery across the programmes and activities of International Mobility Team, with the aim to assist the university to meet strategic targets in student mobility.

# Source and nature of management provided

Reports to the Head of International Office

**Staff management responsibility**

Supervision of casual staff

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| **Main duties and responsibilities** | |
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| **1** | To provide a high level of customer service to academic and administrative staff, students, applicants, partner institutions and external bodies from first contact  onwards. This includes maintaining and continuously reviewing all systems  and information materials for resolving enquiries via e-mail, phone, and in person. |
| **2** | To liaise closely and effectively with departments and professional services across the University of Foggia and partner institutions worldwide, as necessary:   * Support the organisation and delivery of exchange activities. * Act as the main point of contact for information and guidance on University   procedures regarding Erasmus+ grants.   * Ensure exchange and work placement participants are identified and added to central records in a timely fashion. |
| **3** | To develop and manage high quality administrative processes to provide specialist centralised support to a large number of outgoing study abroad students, and to ensure the University of Foggia remains compliant with Erasmus  + operational guidelines. |
| **4** | Working with a high level of autonomy, you will be responsible for the correct administration of the Erasmus+ grant, including; assessing applications, communication with students to ensure we have the correct information and Erasmus+ paperwork, and ensuring key Erasmus+ deadlines are met throughout the year. |
| **5** | To create complex formulas in Excel in order to calculate the correct amount of Erasmus+ grant for each student, preparing payment information for finance and organising adjustments as necessary throughout the year. Due to the potential negative impact of inaccuracies on both students and the University, you will need to display a very high level of precision and attention to detail at all times. |
| **6** | Provide the Head of International Office with regular performance reports on outgoing/incoming study abroad activity. This will consist of regular reporting on various aspects, including; Erasmus+ regulation updates, progress against key Erasmus+ deadlines (particularly the interim and final reports) and updates on service improvement initiatives. |
| **7** | Produce financial reports/data to assist the Head of International Office with financial management, and take a pro-active approach to the implementation of new finance processes/procedures related to the Erasmus+ grants. |
| **8** | Develop, maintain and update the International Mobility website (Outgoing) and information packs/documents for staff and partners. |
| **9** | Promote the University of Foggia exchange programmes both internally and externally, and to represent the wider University in the Italy and overseas as required. This may include, but is not limited to, delivering presentations, attendance at conferences and partner visits. |

# Person Specification

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Bachelor Degree or equivalent |  |  |
| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
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| Previous administrative experience in a busy customer- focused and/or educational environment |  |  |
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| Experience of successfully developing and maintaining office systems and processes |  |  |
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| Proven experience of working with large quantities of data, and maintaining clear and accurate records, demonstrating a high level of attention to detail |  |  |
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| Evidence of working independently to high professional standards, managing conflicting priorities, a busy workload and tight deadlines, whilst maintaining attention to detail. |  |  |
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| Experience of producing timely and clear reports within a service delivery context |  |  |
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| Highly numerate, with proven experience of financial systems and procedures for budgetary control. |  |  |
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| Proven experience of being pro-active, taking the initiative, and demonstrating problem-solving skills |  |  |
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| Experience of drafting content for and creating and updating  webpages |  |  |
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| Knowledge/experience of Erasmus+ and other  international mobility programmes |  |  |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
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| Excellent IT Skills: including MS Office (Excel, Word, PowerPoint), e-mail and internet (applications and using for research) and databases |  |  |
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| Ability to build and leverage internal networks and relationships. |  |  |
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| English language: Excellent communication and inter-personal skills, with good written and verbal presentation skills. Including the ability to convey complex issues concisely and clearly to a wide range of people, including non-native speakers of English. |  |  |
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| Have a flexible and calm demeanour, and be able to work with  tact, diplomacy and respect for confidentiality |  |  |
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| Commitment to self-development and willingness to develop  new skills |  |  |
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| A demonstrable ability to solve routine problems or complaints, looking for guidance as necessary |  |  |
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| Evidence of working within specific frameworks e.g. Quality Assurance compliance. |  |  |
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| Ability to work flexibly according to the needs of the service and  to adapt to changing circumstances |  |  |
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| Awareness of and sensitivity to non-Italian cultures. |  |  |
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| Approachable and team orientated, with a strong work ethic. |  |  |
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| Confidence in working with data in other languages. |  |  |
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**Effective Behaviours Framework**

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited

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| these behaviours previously. |
| **Managing self and personal skills:**  Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**  Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**  Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:**  Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**  Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**  Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**  Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**  Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. |

**Applications**

Applications must be accompanied by:

* A letter of motivation
* A certified copy of the bio-data page of the passport
* A comprehensive curriculum vitae including a description of relevant work experience

**Selection Committee**

Applications will be evaluated by a Committee consisting of the Delegate for International Relations, the Delegate for Student Mobility and the Chief of the Erasmus Office of the University of Foggia. The Committee will take into account the following criteria:

* candidate's curriculum vitae: which will be evaluated according to international criteria (max. 40 points);
* letter of motivation (max. 20 points);
* application form (max. 40 points)

the Committee will invite the shortlisted candidates for an interview.

**Financial aspects**

The awarded grant is net of any withholding tax and deduction and it does not include reimbursement of meals, costs associated with visa procedures for citizens from non-European countries as well as health insurance expenses.

**Transparency**

This call for applications and the overall results of the evaluation will be published on the UniFg website. The overall results will be also sent by email to the address provided on the application form.

**Manager of the administrative procedure**

Pursuant to law no. 241 of August 7th, 1990, the manager in charge of the administrative procedure for this call is Giulio Esposito - e-mail: [giulio.esposito@unifg.it.](mailto:giulio.esposito@unifg.it.)

**Processing of personal data**

Any personal data provided by participants will exclusively be used for the application procedures, according to the provisions of Italian Law Decree 196/2003. The provision of personal data is essential in processing candidates' applications. If information is not provided, candidates' applications will be rejected.

In accordance with the above mentioned Italian Law Decree, the applicant has the right to access, rectify, modify and delete personal data which are wrong, incomplete or which have not been collected in accordance with the above mentioned Italian Law Decree.

**Final provisions**

Issues not covered in this call for applications shall be regulated by relevant compatible legislation

currently in force.

The General Director