

**Call for International Traineeship scholarship (n. 1) at University of Foggia
International Office**

Application deadline: October 30, 2024

Erasmus Working Traineeship Scholarship Description

Scholarship title:	International Mobility Officer (Incoming/Outgoing)
Central Service:	International Relations Office (IRO)
duration:	1 year (12 months)
Scholarship:	900 euro per month + 250 top-up for participants with fewer opportunities per month + 309 € travel expenses reimbursement
Location:	International Relations Office (IRO) – University of Foggia -

Scholarship purpose

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

Main duties and responsibilities	
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: <ul style="list-style-type: none"> • Support the organization 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 centralized 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 organizing 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

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

Criteria: Skills and Aptitudes	Essential	Desirable
Excellent IT Skills: including MS Office (Excel, Word, PowerPoint), e-mail and internet (applications and using for research) and databases	✓	
Ability to build and leverage internal networks and relationships.	✓	
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.	✓	
Have a flexible and calm demeanor, and be able to work with tact, diplomacy and respect for confidentiality	✓	
Commitment to self-development and willingness to develop new skills	✓	
A demonstrable ability to solve routine problems or complaints, looking for guidance as necessary	✓	
Evidence of working within specific frameworks e.g. Quality Assurance compliance.	✓	
Ability to work flexibly according to the needs of the service and to adapt to changing circumstances	✓	
Awareness of and sensitivity to non-Italian cultures.	✓	
Approachable and team orientated, with a strong work ethic.		✓
Confidence in working with data in other languages.		✓

Applications

Applications must be submitted via email to giulio.esposito@unifg.it, oleksandra.tverezovska@unifg.it

Applications must be accompanied by:

- 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 the Staff of the UniFG International Relations Office.

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.

The General Director

(University of Foggia)