

## Job Description

<b>Position:</b>	International Student Advisor
<b>School/Service:</b>	Directorate Student Services & Experience
<b>Reference:</b>	0183-26
<b>Grade:</b>	Grade 5
<b>Status:</b>	Permanent
<b>Hours:</b>	Full-Time (36.25 hours per week). Usual hours 8.45am–5.00pm, Monday to Friday, with some flexible working required.
<b>Reporting to:</b>	Team Leader: Student Experience & International Support

### Main Function of the Position:

- Provide specialist information, advice and guidance (IAG) to international students across the full student lifecycle, ensuring timely, accurate and culturally sensitive support.
- Deliver pastoral, welfare and transition support, including orientation, integration and signposting to internal and external services.
- Act as one of the key frontline contacts, managing individual cases, maintaining high-quality records and supporting students through complex or sensitive situations.
- Work collaboratively with colleagues across Student Services, Directorate of Student Services & Experience, Recruitment and Admissions, Schools and the Students' Union to enhance the international student experience.
- Contribute to the development of resources, workshops and digital content, and support continuous improvement through feedback, data and sector developments.

### Principal Duties and Responsibilities:

#### 1. Student Advice, Guidance and Casework

- Respond professionally and effectively to student enquiries, providing high-quality information, advice and guidance (IAG), with a particular focus on supporting international students.
- Provide accurate information on a range of support needs, including financial matters, and refer students to specialist services where appropriate.
- Proactively engage international students to ensure they are aware of, and able to access, relevant support throughout their studies.

- Provide accurate and timely information on student activity and emerging issues affecting international students.
- Gather and analyse student feedback to inform improvements to service delivery and enhance the international student experience. To undertake student surveys and coordinate International Student Focus groups working closely with the student experience colleagues.

## **2. Records, Data and Administration**

- Prepare routine correspondence, reports and data summaries, and accurately input, extract and manage information using spreadsheets, databases and the Student Record System.
- Maintain and update student information using the University's Student Record Systems, contributing to reviews of system use and potential future developments.
- Support the production of official documentation for students, including bank letters and other standard letters.

## **3. Orientation, Induction and Student Experience**

- Work with colleagues to enhance induction, pastoral support and opportunities for international students throughout their studies.
- Contribute to pre-arrival communications, including welcome emails, pre-departure webinars and digital onboarding content for international offer-holders in relation to International Student Support.
- Organise and support orientation activities, workshops, campaigns to help students understand University systems and processes.
- Work with the Jobs for Students team to help international students access part-time employment opportunities.
- Support the development of guidance materials, leaflets, webinars and newsletters in collaboration with the Students' Union, Student Experience team and academic departments.

## **4. Staff Training and Internal Capacity Building**

- Coordinate and deliver staff development sessions and training for colleagues and students on international student support and processes.
- Provide training to Student Advisors to ensure they can confidently handle enquiries from international students.
- Collaborate with colleagues to build an understanding of the needs, expectations and experiences of international students.

## **5. Compliance, External Liaison and Sector Engagement**

- Develop and maintain effective working relationships with internal teams and external agencies, including UKVI, UKCISA etc. To support, where appropriate, any audits or inspections in relation to international student support.

- Represent international student perspectives at relevant working groups or meetings as required.
- Maintain an up-to-date general understanding of UKVI regulations and know when to refer students to specialist staff or the Team Leader: Student Experience & International Support.
- Engage in deskbased research to stay informed about sector developments, regulatory changes and evolving best practice in international student support.
- Commit to ongoing professional development and engagement with sector networks.

## **6. Flexible Working and Service Contribution**

- Work flexibly across Student Services, supporting other teams and locations as required, including during evenings and weekends for key events. Supporting key university events i.e graduation and clearing.
- Work flexibly during peak periods or in response to crises or safeguarding matters.
- Undertake any other duties as required by the Team Leader: Student Experience & International Support or the Head of Student Support & Wellbeing, consistent with the responsibilities and grading of the role.

## **7. University Values, Policies and Governance**

- Support the University's commitment to academic freedom and freedom of speech within the law, promoting open and respectful debate.
- Ensure a safe working environment and abide by the University health and safety policies and practise and to always observe the University's Equal Opportunities policy and Dignity and Work policy.
- Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
- Demonstrate awareness of environmental and sustainability issues and support the University's sustainability strategy.

### **Note:**

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary, update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance

## Person Specification

<b>Position:</b> International Student Advisor		<b>Reference:</b> 0183-26	
<b>School/Service:</b> Student Services & Experience		<b>Priority</b>	
<b>Criteria</b>		<b>(1/2)</b>	<b>Method of Assessment</b>
<b>1</b>	<b>Qualifications</b>		
1 a)	GCSE grade A-C, or equivalent standard of education, in English & Mathematics	1	Application Form/ Documentation
1 b)	ECDL qualification or willing to work towards completing the qualification	1	Application Form/ Documentation
1 c)	NVQ qualification in Customer Services / Information Advice and Guidance / Business Administration or a willingness to work towards completing the qualification.	2	Application Form/ Documentation
1 d)	Honours degree in relevant subject area or equivalent level experience	2	Application Form/ Documentation
<b>2</b>	<b>Skills / Knowledge</b>		
2 a)	Competent in the use of computer technology e.g. Microsoft Office, Word, Excel, Access – other databases, email, Video Conferencing such as MS Teams or Zoom and the internet	1	Application Form/Interview/ Presentation
2 b)	Effective administration skills, organised record keeping, retrieving, analysing and presenting data	1	Application Form/Interview
2 c)	Good verbal communication skills, and the ability to explain standard service procedures to students and staff at all levels across the University	1	Application Form/Interview
2 d)	To keep up to date with relevant legislation and best practice in relation to international students and disseminate to students and staff as relevant e.g., UKVI compliance	1	Application Form/Interview/ Presentation
2 e)	Able to maintain a helpful and cooperative manner when dealing with difficult situations and working under pressure	1	Application Form/Interview
2 f)	Ability to create leaflets, guidance notes, webinars and newsletters and work closely with the Students' Union, Student Experience team and academic departments	1	Application Form/Interview
2 g)	Excellent organisational skills and ability to use own initiative	1	Application Form/Interview
2 h)	Understanding of the international student journey and potential challenges that international students may face	1	Application Form/Interview
<b>3</b>	<b>Experience</b>		
3 a)	Previous experience of working in a busy, fast paced and dynamic customer service environment	1	Application Form/Interview
3 b)	Experience of working to deadlines and prioritising work	1	Application Form/Interview
3 c)	Relevant administrative experience working in Higher Education and/or in an International Student Support Role	1	Application Form/Interview
3 d)	Experience of successfully working across teams and departments	1	Application Form/Interview
3 e)	Experience of dealing with students, who may be demanding, in a helpful and cooperative manner	1	Application Form/Interview
<b>4</b>	<b>Personal Qualities</b>		

4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 b)	Commitment to continuous improvement and creative ways of working, delivery of new projects and advancement of service provision	1	Interview
4 c)	Work independently without close supervision	1	Interview
4 d)	Able to deal effectively with a variety of internal and external customers in a professional manner	1	Interview
4 e)	Sensitive to individual and cultural differences	1	Interview
4 f)	Awareness and adherence to issues of confidentiality and GDPR	1	Interview
<b>5</b>	<b>Other</b>		
5 a)	Able to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, UKVI, Freedom of Information Act, Prevent and Bribery Act	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Available to flexibly and remotely and to travel as appropriate in line with the needs of the service	1	Interview

*Note:*

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required