

Job Description

Job Title:	International Student Support Adviser
Salary Band:	Band 4
Working Hours:	Full Time – 35 hours per week (for nominal purposes)

Overall purpose/accountabilities:

Lead the effective operation of a professional, specialist advice, guidance and support service to all students at the University of Sunderland in London (UoSIL) with a focus on international student advice.

Be a key member and representative of the wider Services for Students team, working collaboratively as part of an integrated service to deliver a high-quality student experience.

Provide specialist support to a caseload of international students and their dependents in line with OISC Code of Standards and the UKCISA/AISA Code of Ethics.

Support university compliance functions for applicants, existing students and recent graduates, providing advice and guidance in relation to current immigration rules.

Provide effective liaison across the university and between statutory, third sector and external providers in the provision of support to international students.

Support the Head and Assistant Head of Service for Students in the continuous review and development of service provision, reflecting current best practice and the changing needs of international students.

Deliver and champion excellent customer service to all stakeholders at all times.

Reporting lines:

This job reports to Assistant Head of Services for Students

Staff reporting to this job: N/A

Main duties:

Review, plan and deliver immigration advice and support services to international students at application, pre-arrival, through enrolment and at graduation.

Manage a caseload of international students, including responsibility for leading on the management of complex student cases.

Advise international students in relation to key university regulations and processes, including Leave of Absence and Withdrawal from study.

Participate in 'case review' meetings where staff across UoSiL meet to discuss how best to support a student.

Act as a link between the student, university staff and external support providers to enable students in the successful completion of their studies.

Keep up to date with changes in legislation, government policy and research, and act as a knowledgeable information resource to the UoSiL on matters relating to international student advice and immigration.

Work with colleagues in planning, designing and implementing a range of groups and workshops and events for international students, including induction.

Support colleagues in the area of international student advice as part of a multi-disciplinary team of specialists and the wider UoSiL community.

Work closely with colleagues across Admissions and Student Administration, assisting with international student administration and compliance functions.

Assess and respond to risk and provide support around wider safeguarding concerns.

Provide training, formally and informally, to groups of staff to facilitate a better understanding of the needs of international students.

Maintain appropriate records in line with OISC guidelines, providing reporting and analysis relevant to the service.

Participate in any professional training and development as required.

Work in line with university policies, procedures and regulations and promote equality and inclusion.

Represent UoSiL on internal and external specialist cross-university groups, networks, committees and working groups.

Develop and maintain close links on behalf of UoSiL with relevant external organisations including UKCISA, AISA and the Home Office.

Effectively manage all staff and resources, ensuring all policies and procedures with respect of staff recruitment, selection, induction, appraisal, staff development, recognition, performance management and health and safety are adhered to and consistently applied.

Identify and participate in continuous professional development as appropriate.

Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners and promote corporate values through all streams of the role.

Commitment to effective delivery of an excellent student experience to all learners.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Special factors:

Occasional travel to our Sunderland campus or out-of-hours work is required.

Restrictions on taking annual leave at certain periods of the academic year as determined by the Head of Services for Students.

On occasion, as part of an integrated Service for Students, you may be required to cover and support colleagues across the service.

Person Specification

Essential	Qualifications Education to degree level or equivalent.
	Experience Previous employment within a Higher Education institution student support service, operating within the OISC level 2 competencies. Detailed knowledge of UK immigration legislation, in particular the Student Route of the Points Based System, including Student Sponsor requirements. Working knowledge of the rules affecting dependents and visitors to the UK. Knowledge of the broader issues affecting international students in UK Higher Education. Experience of attending relevant training and events as delivered by UKCISA, ILPA, AISA or other key bodies and university networks. Experience of managing urgent and complex situations with students. Experience of working with groups and the design and delivery of workshops. Experience of co-ordinating and managing a large caseload effectively including liaison with internal and external support services. Experience of implementing policy, procedures and undertaking service provision review.
	Skills & Attributes Excellent communication skills, written and oral. Ability to work aligned with OISC level 2 competencies. Ability to understand and interpret complicated legislation, regulations and procedures and support a range of individuals in their own understanding.

	<p>Excellent interpersonal skills, including the ability to collaborate with internal and external colleagues at all levels.</p> <p>Ability to make effective and appropriate use of student information and management systems.</p> <p>Ability to role model and foster professional behaviours and collaborative working with a range of individuals.</p> <p>Excellent organisational skills and the ability to manage a caseload and projects, meeting deadlines and targets.</p> <p>Ability to remain calm and empathetic under pressure, including when dealing with complex or high-risk student cases.</p> <p>Ability to identify areas of improvement and proactively work with other people and teams to deliver.</p> <p>Commitment to equal opportunities, confidentiality, and a student-centred approach.</p>
Desirable	<p>Qualifications</p> <p>OISC training to Level 2 or above.</p> <p>Experience</p> <p>Knowledge of the mental health related issues students, including non-traditional, may present with.</p> <p>Experience of managing a student support service within a university or similar setting.</p> <p>Experience of working with professional specialists in the fields of mental health, disabilities and student finance.</p> <p>Experience of developing and managing relationships, contracts and arrangements with specialist external support providers.</p> <p>Skills & Attributes</p> <p>Ability to prepare and present reports to a range of stakeholders.</p> <p>Ability to analyse data to support effective reporting, problem solving and service improvements.</p>

DATE CREATED: March 2023