

Job Description

General Details	
Job title:	International Student Advisor (INT18/10)
School/Service:	International Recruitment and Development
Normal Work base:	Stoke campus
Tenure:	Permanent
Hours/FTE:	1.0 FTE
Grade/Salary:	Grade 5
Date Prepared:	November 2018
Job Purpose	
<p>To provide specialist Immigration advice, guidance and support to students.</p> <p>To support delivery of a service that is accessible, high quality and student centred.</p> <p>To support the Student Service's efforts in welcoming international students to the University and to support initiatives designed to enable them to have the best experience possible at Staffordshire University.</p>	
Relationships	
Reporting to:	International Student Support Manager
Responsible for:	No staff responsibility
Key Working Relationships:	Staff within International Recruitment and Development; key contacts within Faculties and Services.
Main Activities	
<ol style="list-style-type: none"> 1. To provide high quality Immigration advice and guidance to students and their dependants, in accordance with the rules and standards of the Office of the Immigration Services Commissioner (OISC) and the UK Council for International Student Affairs (UKCISA) code of ethics. 2. To offer a confidential, one to one advice and information service for students, maintaining accurate records of advice given and action taken. 3. To assist students with the submission of their Tier 4 visa applications and to manage the sending of documents to the Home Office following submission of the application. 4. To be responsible for managing all immigration related matters and administration. 5. To maintain both web and printed resources of key information relevant to International Students and ensure the contents are accurate and up to date. 6. To work with the International Student Support Manager and others in developing an overview of the needs and aspirations of international students at the University. 	

7. To contribute to the development of relevant Tier 4 policies and procedures.
8. To support and contribute to the organisation of events and activities (including International Welcome activities) to enhance the international student experience.
9. To keep up to date with developments and expertise in the area of international student advice and support and UKVI regulations and relay this information to colleagues and students as appropriate.
10. To have a good understanding of Tier 4 Compliance sponsor duties to maintain and ensure the retention of the University Tier 4 sponsor licence.
11. To support the development of a culture of customer service within the team, working in accordance with Service Level Agreements
12. To work closely with key stakeholders across the University in order to ensure that the advice and guidance offered is based on an up to date understanding of a broad range of issues, systems and processes
13. To work flexibly not only within the International Student Support team, but also more widely within the International Recruitment and Development team
14. To actively participate in training and briefing sessions in order to regularly update skills and knowledge
15. To proactively respond to and resolve a wide range of queries by telephone, email, SKYPE or text message, face to face or in writing in a timely and courteous manner
16. To participate in key University events including Welcome Week, Open Days and Awards Ceremonies; promoting the provision within International Recruitment and Development as appropriate
17. To undertake project and development work across the Service as required
18. To propose solutions to address identified issues, including proposals for new plans and procedures
19. To identify and report any health and safety issues in the relevant work areas, ensuring compliance with health and safety legislation and University policies and procedures
20. Any other duties or responsibilities as may reasonably be required by the Director of International Recruitment and Development

Special Conditions

The role holder may be required to travel between sites from time to time in a cost effective manner, which may be through the use of a car.

Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact:

Tracy Walker – email t.walker@staffs.ac.uk

Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.