

Job Description

Job title	Student Support (International) Practitioner
School/Service	Library and Student Services (Student Support, Wellbeing and Inclusion)
Normal Workbase	Stoke
Tenure	Permanent
Grade/Salary	Grade 6
FTE	37 hours per week, 1.0 FTE
Date prepared	October 2020

Job Purpose

With a 'can do attitude', the postholder will lead, on Student Support (International) strategy delivery with support from Student Support and Experience Manager encouraging an excellent International student experience and student success.

As practitioner, you will lead by example, while supporting students with all aspects of International Support matters, including the international statutory requirements including: International Student route legislation, EU settlement regulations, BRPs, student attendance and engagement compliance requirements. Additionally, all areas of general pastoral support, student advice and information thus supporting opportunity for international student success.

The postholder will work with Student Support and Experience Manager, Student Support and Experience Coordinator and other Practitioner to provide continually evolving specialist information, acting on data available from International Student Barometer feedback to deliver new initiatives developed from benchmarking across the sector, and partnership work with the SU. Additionally, working with external local and national partners to deliver student support and information for International Student compliance information, International student route information, student attendance monitoring information, and support the manager in creating opportunities for staff development.

You will develop and maintain processes and policies with your Advisor, in line with Home Office Government regulation (taking into account Brexit) and promote the wider team vision that inspires a team of motivated student support addressing all and any queries that come into the service. Liaising closely with the Schools and other Professional Services you will ensure that services are represented accurately and that escalation of enquiries which require specialist help occurs promptly and sensitively.

The post holder will have a good understanding of Student Visa compliance sponsor duties to maintain and ensure the retention of the University's Student Visa sponsor licence.

You will be supporting students with all aspects of specialist information delivery of the international student experience from Induction through to graduation. You will drive the successful One Staffs Café and continue to develop and evolve community engagement activities. This will be delivered through continual new initiative creation, benchmarking and partnership working with the SU, utilising digital connections via Teams, Blackboard, Sharepoint and face to face delivery.

You will make yourself available to support emergency student crisis or incidents when on campus with a professional and supportive attitude.

You will work in unison with Student Support and Experience Manager, Student Support and Experience Coordinator, and Student Support Practitioner to ensure all students have an excellent provision of student support and information, which will be professional, friendly and supportive of an excellent student experience. Additionally, you will cover other Student Support and Experience Coordinator and Support Practitioner when they are away and as team duties deem necessary within the remit of Student Support and Experience Team.

Relationships

Reporting to: Student Support and Experience Manager

Responsible for: Student Support (International) Advisor/ Assistant

Main Activities

- In conjunction with the Student Support and Experience Manager creating and delivering the university strategy for International Student support, you will support the wider team of Student Support and Experience to deliver the team ambitions and mission.
- To provide leadership in the quality assurance and validation of International Student Support and Experience processes. To lead on International support development and continuous improvement of the student support and information provided through the monitoring and development of team effectiveness and process utilisation in line with current government legislation, UK visa requirements, International student route, EU settlement compliance and attendance compliance.
- To be a level 1 user of the Home Office Sponsor Management System (SMS) to generate and issue Confirmation of Acceptance for Studies (CAS) numbers for international students needing to extend their leave in accordance with UKVI Immigration rules and the University's compliance obligations. To monitor changes in student status and make reports to the Home Office via the SMS within the specified timeframe.
- To support, develop and maintain business processes and systems to support UKVI Compliance and accurate student files in preparation for UKVI Auditing.
- To lead on International Student Support service delivery, regular Teams and 1-2-1 student meetings, group information, online information, and new initiatives for raising student awareness on the importance of student engagement matters. You and the wider team will create publications on International Student advice and guidance, promoting the service across the student and staff community, and administer the University's legislative Home Office compliance duties.
- To communicate effectively on all Student Support information at all levels and to a wide variety of audiences online and face to face, ensuring effective engagement with students and colleagues. Demonstrate a consistently supportive attitude, sensitivity, empathy and an empowering approach to all users in all situations. Referring all students with complex requirements to appropriate colleagues.
- To take responsibility for achieving the objectives and targets for 'International Student Barometer' set by the Student Support and Experience strategy. Ensure alignment of these objectives and targets with all team members using the Performance Development Review Process. Identify and recommend personal and professional development needs for team members, ensuring continuous improvements are achieved in overall team performance.
- To work in conjunction with Student Support and Experience Manager to deliver the triage service for identifying student support requirements and negotiating the pastoral and wellbeing support requirements for students suffering complex needs and referred to other services during International student consultations.
- To build effective relationships with service stakeholders, e.g. all services within Student Support and Wellbeing, Recruitment and Admissions, Residential Services, Estate Services, Students' Union, Academic

staff and students on all aspects of Financial support, Exceptional Circumstances, Taking a Break in studies, and student induction and transitions.

- To maximise 'first-contact-resolution' performance by utilising a broad range of delivery methods and knowledge of accurate and up-to-date International student information, support and advice on specialised and established procedures, without the need for further referral. Assist the manager in the proactive reviewing of established procedures and workflows to ensure continual evolution of service delivery.
- Providing management support for all direct reports on PDRs. Creating a 'can do' attitude within the team with all aspects of staff management are effectively carried out e.g. recruitment and selection, induction and training, performance management and performance reviews, absence management, record keeping, consultation and effective communication, in accordance with University policies and procedures.
- To feed into the development and delivery of a training plan for the Student Support and Experience team to ensure a fully trained team on respective specialisms including student mental health, student safeguarding, SFE financial advice, International Student requirements, Student Bystander training, Student Experience proactive initiatives, university and service events and campaigns, etc.
- To lead key change projects as required by the Student Support and Experience Manager, leading the development and implementation of initiatives which support vision and strategy for Student Pastoral Support and Experience (International) Information.
- To actively seek student feedback for continual development of all Student Support and Experience Services. analyse user experiences of the International Support queries presented across the service and staff feedback of system functionality to tailor, improve and maximise student advice and guidance on all media formats.
- To promote Student Support and Experience across the University community by ensuring participation and visibility of International Information sessions with the Welcome events, Inductions, project work, campaigns, and events through all forms of communication.
- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.
- To undertake other such responsibilities as may reasonably be required.

Special Conditions

The role holder will be required to travel between sites from time to time in a cost-effective manner, which may be using a car.

Professional Development

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

Variation to Job Description

Staffordshire University 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:
Paula Dalziel, Head of Student Support and Wellbeing, contact via email on Paula.Dalziel@staffs.ac.uk or Tel: 07443 751502

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.

Guidance for Disclosure Applicants

Please note that, if offered this position, the appointment procedure requires an Enhanced level of Disclosure with the Disclosure & Barring Service (DBS) (formerly CRB) as detailed above in the enclosed job description.

Enhanced Disclosures are for posts that involve a significant degree of contact with children or vulnerable adults. In general the type of work will involve regularly caring for, supervising, training or being in sole charge of such people.

A Disclosure is a document containing information held by the police and government departments. It can be used by employers to make safer recruitment decisions and is provided by the Disclosure & Barring Service (DBS), an executive agency of the Home Office. Disclosures will provide details of a person's criminal record including relevant cautions, convictions, reprimands and warnings held on the Police National Computer (PNC). Depending on the level of Disclosure it might also contain information held by government departments and local police forces.

In applying for a Disclosure the successful applicant will be provided with the relevant form and guidance notes supplied by DBS. The form must be completed and returned to Human Resources & Organisational Development together with various **original** documents confirming identity (full details will be provided at the time). The successful applicant will be required to disclose all reprimands, warnings, cautions and convictions that are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013*. Certain spent reprimands, warnings, convictions and cautions are 'protected' and as such are not required to be disclosed. Any such protected offences cannot be taken into account, when making recruitment and suitability decisions.

The completed Disclosure application form will be countersigned and forwarded to the DBS by Human Resources & Organisational Development.

The DBS will then undertake the necessary checks with the Police and other relevant authorities.

After all checks have been carried out, the DBS will send the Disclosure directly to the applicant, which will list any details obtained from those checks. This Disclosure must be presented to Human Resources & Organisational Development to be scrutinised. In the event of the DBS check highlighting information held on any of the databases accessed, it may be necessary for a meeting to be convened with the successful applicant in order for an informed decision to be made as to whether or not this affects the offer of appointment. The final decision as to whether appointment can proceed will be made by the Director of Human Resources.

Policy Statement on the Recruitment and Employment of Ex-Offenders

Background

The first priority of Staffordshire University is the safety and welfare of children and vulnerable adults in our care, who use the services of the University or come into contact with members of the University. We intend to achieve this by exercising rigour and vigilance in employment-making; criminal record Disclosures are central to this.

Recipients of criminal record Disclosures must duly comply with the DBS Code of Practice as well as the University's policies and procedures. Disclosure information will be treated as sensitive personal data; recipients will follow the University's data protection and criminal record checking procedure when handling Disclosure information. The University will treat all applicants fairly judging people's criminal records on merit, in accordance with the law and in relation to the responsibilities of the post in question. The University will not subject anyone who discloses a criminal record to unfair treatment on the basis of convictions, subject to relevant legislation and reasonable judgement.

Policy Statement

- As an organisation using the Disclosure & Barring Service (DBS) Disclosure service to assess applicants' suitability for positions of trust, Staffordshire University complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed
- Staffordshire University is committed to the fair treatment of its staff, potential staff or users of its services, regardless of gender, race, nationality, religion or belief, disability, age, sexual orientation or trades union activity or offending background
- We have a written policy on the employment of ex-offenders which is available on the University's website
- We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience
- A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all job advertisements and job descriptions will contain a statement that a disclosure will be requested in the event of the individual being offered the position
- Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to Human Resources & Organisational Development at Staffordshire University, and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process
- Disclosure is required for all reprimands, warnings, cautions and convictions that are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013*. Certain spent reprimands, warnings, convictions and cautions are 'protected' and as

such are not required to be disclosed. Any such protected offences cannot be taken into account, when making recruitment and suitability decisions

- We ensure that those at Staffordshire University who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of the offences. We also ensure that they have received appropriate training and guidance in the relevant legislation relating to the employment of ex-offenders
- At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to a withdrawal of an offer of employment
- We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request
- We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment

Having a criminal record is not necessarily a bar to working with us; this will depend on the nature of the position, the circumstances and background of offences.