

## JOB DESCRIPTION

<b>Job Title:</b>	<b>International Student Adviser</b>	<b>Grade:</b>	<b>SG7</b>
<b>Department:</b>	<b>Student and Academic Services</b>	<b>Date of Job Evaluation:</b>	<b>November 2020</b>
<b>Role reports to:</b>	<b>Senior International Student Adviser</b>		
<b>Direct reports:</b>	<b>None</b>		
<b>Indirect reports:</b>	<b>None</b>		
<b>Other key contacts:</b>	<b>Home Office, UKCISA, International Compliance &amp; Advice Staff</b>		

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

### **Purpose of Role**

Based within the Student & Academic Services Directorate, the [International Student Advice Service](#) provides information, guidance, and specialist immigration advice to applicants and students (and their dependents) through a mixture of confidential one-to-one sessions, group workshops, and via email..

Working to a casework model, the International Student Advisers support international students (including those from the EU/EEA) as they engage with the UK immigration system, as well as supporting their welfare and student experience through practical assistance with everyday matters such as opening bank accounts, accessing healthcare, and personal safety.

### **Key Accountabilities**

- Provide confidential and professional immigration advice to students, applicants, recent graduates, and their dependents, via email, one-to-one appointments, and drop-ins. This may be in-person, on the phone, or online via MS Teams (or similar).
- Undertake complex immigration casework, up to the equivalent of OISC Level 2, following all cases through to a satisfactory conclusion.
- Provide welfare and pastoral support to international students, facilitating referral or signposting to other specialist services where required.
- Support international students as they adapt to life in the UK, helping them to overcome culture shock by providing practical assistance with everyday matters such as opening bank accounts, obtaining a national insurance number, and access to healthcare.
- Respond to queries from students and staff in a timely and professional manner, recognising where more complex casework may be required and referring them for an appointment as appropriate.
- Ensure all enquiries and referrals are answered within service standards and to a professional manner.

- Maintain a personal schedule of appointments, ensuring that this is published at last one week in advance.
- Advise students with police registration requirements, either individually or through group workshops, liaising with the local police forces to advocate on behalf of individual students where necessary.
- Support pre-sessional students in preparing for visa extensions prior to progression to their substantive programme, through a mixture of workshops and 1-2-1 drop-ins.
- Organise, deliver, and promote specialist workshops for groups of students, on topics such as post-study work options, Schengen visas, and the EU Settlement Scheme.
- Consider and develop ways to proactively engage with international students, particularly those identified as at risk.
- Oversee, facilitate, and promote the Start Up Visa and Graduate Route, in conjunction with colleagues in the Compliance Team, Generator team, Employability and Careers Service and Faculties. Contribute to the continuous development of the online presence of the service, providing engaging and up-to-date digital content for the webpages and social media platforms.
- Develop and continually improve content and delivery of the online International Welcome Programme, in response to student feedback and engagement.
- Support faculty and university welcome and induction activities, attending faculty induction sessions as required.
- Support the organisation and delivery of the airport meet & greet service, including oversight of student ambassadors.
- Maintain and produce statistics on service provision, contributing to reports as required by the Senior International Student Adviser or the (Deputy) Director of Student & Academic Services.
- Develop and maintain excellent links with key faculty and professional services staff, providing advice and advocating the needs of international students across the institution.
- Actively seek and promote opportunities to support the international student experience.
- Work in close collaboration with the Compliance Team and Student Centre, liaising with them and advocating on behalf of individual students.
- Support the Compliance Team and Student Centres by providing expert guidance and consultation on complex immigration matters.
- In accordance with the limitations of the confidentiality policy, to immediately alert the Student Visa Compliance Manager of any identified risk to immigration compliance, and to support an effective and timely resolution.
- To work at all times in accordance with the [UKCISA Code of Ethics](#) and also, where applicable, the [OISC Code of Standards](#).

### **Knowledge and competence**

- Maintain up-to-date knowledge and expertise of the UK immigration rules as they apply to students, maintaining the competencies required to undertake casework at OISC level 2.
- To recognise and work within the limits of one's own competencies, referring students to other specialist services or for external advice where appropriate.
- Undertake and maintain records of ongoing training and personal/professional development (CPD), and to supplement this through professional networking opportunities.

## **Generic**

- Support the work of other immigration specialist services within the university as appropriate; including the Student Visa Compliance team, and the CAS Officers.
- Support internal and external audits, as appropriate, when required by the Senior International Student Adviser.
- Take part in International Student Advice Service team meetings and activities; and those of the wider Student & Academic Services Directorate.
- Represent and promote the service or University at internal and external events or meetings.
- Contribute to the continuous improvement of all processes and procedures, actively seeking ways to improve efficiency and effectiveness of working practices.

## **Managing Self**

- Work in a consistent, organised, accountable, and transparent manner, delivering excellent levels of customer service and acting professionally at all times.
- Manage own workload by setting challenging but achievable daily targets.
- Maintain a personal caseload, ensuring that any deadlines are monitored and met, and follow-up work is completed in a timely manner.

## **Core Requirements**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion, and Information Security
- Ensure compliance with Health & Safety and Data Protection Legislation
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible

## **Additional Requirements**

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Student and Academic Services delivers the required level of service.

- Support other services and projects within Student & Academic Services and the wider university as required.
- Undertake any other duties as required by the Senior International Student Adviser or the (Deputy) Director of Student & Academic Services, appropriate to the post and grade.
- Travel to or work from any UoG site as necessary.

## **Key Performance Indicators**

- The international student experience, as measured by the International Student Barometer and other surveys such as the NSS and internal stakeholder/student satisfaction surveys
- All emails and enquiries answered within agreed turnaround times

- Casework completed in full accordance with OISC requirements and the [Statement of Service](#)
- Successful internal and external audit outcomes (including UKVI audits)
- Case outcomes, such as visa applications and administrative reviews

**PERSON SPECIFICATION**

**ESSENTIAL**

**Experience**

- A minimum of 2 years' experience of working with the UK student immigration system
- Experience of working within a regulated environment
- Experience of working with and supporting international students
- Significant experience of working both individually and as part of a team
- Experience of providing a high-level of service within a customer-facing environment
- Experience of managing own workload and working without direct supervision
- Experience of presenting to large groups

**Knowledge**

- Extensive and in-depth understanding of UK student visa requirements and the application of the EU Settlement Scheme
- Good understanding of UK non-student visa routes
- Good understanding of UK Higher Education and the needs and demands of international students within this
- An understanding of the challenges faced by international students in the UK and how to overcome these
- Knowledge of GDPR requirements and an understanding of the importance of confidentiality

**Skills**

- Computer literate, with the ability to use Microsoft Outlook and Word to a high standard
- Ability to convey complex information succinctly in writing
- Ability to create engaging written content for international students across a variety of different platforms
- Able to prioritise and deliver a demanding and complex workload, maintaining multiple cases and working to tight deadlines
- Ability to manage own workload and work without constant supervision, setting and achieve challenging targets and holding oneself to account
- Ability to approach cases objectively and empathetically, with a high degree

**DESIRABLE**

**Experience**

- Experience of providing immigration advice, preferably within an educational context
- Experience of working with and maintaining case files
- Experience of cross-cultural communication and the provision of services to people from diverse cultural backgrounds
- Experience of working with the Banner or similar student record system
- Experience of business process design and implementation
- Experience of working with a casework management system

**Knowledge**

- Understanding of the concept of continuous improvement

**Qualifications**

- OISC accreditation (Level 2)
- Professional training or accreditation in the provision of (immigration) advice

**Other**

- Membership of a professional organisation such as AISA or ICN

of sensitivity

- A customer-focused approach
- Ability to learn new skills and adapt to new ways of working
- High-level of attention to detail
- Ability to remain calm and professional under pressure and in stressful situations
- Ability to approach problems in an intuitive and logical manner and seek creative solutions
- Ability to work as part of a team to achieve shared objectives and a consistent service

### **Personal Qualities**

- Excellent interpersonal and communication skills with an empathetic approach
- Highly intuitive with well-developed non-verbal communication skills
- A positive and professional approach with a can-do attitude
- Confident and able to secure the confidence of others
- Highly motivated with a resilient personality
- Flexible and adaptable with the ability to work overtime during peak periods
- Highly organised with a transparent, collegiate approach
- Decisive approach and able to reach quick decisions whilst under pressure

### **Qualifications**

- Educated to degree-level or equivalent, or with demonstrable relevant experience