

**Job Description for the Post of
International Student Adviser (Ref: IO08/2)**

1. **General Details**

Job Title:	International Student Adviser
Location:	International Office
Normal workbase:	Stoke Campus
Tenure:	Permanent
Salary:	Grade 5 currently £21,459 - £24,877 per annum

2. **Job Purpose**

To lead the International Office's efforts in welcoming international students to the University, to provide them with specialist advice, and to support initiatives designed to enable them to have the best student experience at Staffordshire University.

3. **Relationships**

Responsible to:	Director of International Student Centre
Responsible for:	Temporary staff and volunteers who assist with events

4. **Main Activities**

- § Work with the Director of International Student Centre and others in developing an overview of the needs and aspirations of international students at the University.
- § Work with staff in academic faculties, Student Office, other central services and the Students' Union to provide support for international students prior to arrival & during their time at Staffordshire University.
- § Contribute to the development of relevant policies and procedures.
- § Be the primary source of specialist advice – including student visa applications, applications made under the UK Points Based Immigration System including Tier 1 Post Study Work, Tier 1 General and Tier 2 – to current and prospective international students together with their dependants.
- § Maintain detailed case notes and student enquiry records.
- § Manage the University Student Batch Scheme.
- § Actively organise and develop specialist international student support initiatives, including the Meet and Greet service and International Welcome activities.
- § Train and supervise temporary staff and volunteers who assist with events.
- § Produce content for leaflets, guides and the web, as well as promoting the services of the International Office to students, staff and external contacts.
- § Keep up-to-date with developments and expertise in the area of international student advice and support and relay this information to colleagues as appropriate.
- § Work closely with the Dean of Students to implement University policies and procedures in line with the UK Points Based Immigration System including attending and contributing to the University Points Based Steering Group.
- § Represent the University as Key Point of Contact with the Home Office UK Border Agency for all student-related immigration enquiries.
- § Attend and contribute to relevant university-wide committees such as the Welcome to the University Group, Welcome Party Planning Group, Stafford/Stoke One Stop Shop Groups, International Careers Group, Job Shop Project Assurance Team, and ad hoc meetings with central services and faculties as required.
- § Work on social and welfare support initiatives in conjunction with other relevant services.
- § Perform any other reasonable duties within the International Office as may be assigned by the Director of the International Office.

5. Person Sought

Essential:

- § Educated to degree level or equivalent
- § Experience of providing advice and guidance
- § Understanding and appreciation of cultural differences
- § The ability to relate well to people from diverse cultural backgrounds
- § Understanding of the support needs of international students
- § Good listening and interview skills
- § High level of interpersonal skills
- § A strong customer service orientation and enthusiasm in enhancing international student experience
- § Proven ability to prepare and deliver presentations, workshops and events
- § Good IT skills including Outlook and Word
- § Enthusiastic and flexible team player
- § Willingness to undertake further training as required
- § Commitment to the University's mission and delivery of the University Plan.
- § Willingness to engage in a structured induction programme as a start to Continuing Professional Development (CPD) at the University

Desirable:

- § Experience of providing specialist immigration advice and guidance to international students.
- § Updated knowledge of UK regulations affecting international students including the expertise to give immigration advice
- § Ability to give immigration advice to level 2 of the OISC code (excluding asylum appeals)
- § Experience of supervising

6. Special Conditions

- a) This is a permanent, full-time post working 37 hours per week.
- b) Some work outside normal office hours will be required at certain times of the year – eg to cover Meet and Greet and International Welcome.
- c) The office operates flexible working hours.
- d) The University operates a Job Share Scheme. Applications from anyone interested in working part-time on a job share basis will be considered.

Date Job Description Revised

December 2008

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

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Applying for this post

Should you now decide to submit an application for this position you are asked to kindly complete and return an application form. This is available either in electronic format (downloadable from our website) or as a hard copy.

Completed application forms and any accompanying information should be returned via e-mail to jobs@staffs.ac.uk or posted to Personnel Services, Staffordshire University, PO Box 662, College Road, Stoke-on-Trent, ST4 2XP.

If you wish to deliver the form by hand Personnel Services is located on the ground floor of the Cadman Building, College Road, Stoke-on-Trent. Office opening hours are 9.00am – 5.00pm Monday to Thursday, and 9.00am - 4.30pm on Friday.

PLEASE NOTE THAT THE CLOSING DATE FOR COMPLETED APPLICATIONS IS: 27 JANUARY 2009

Procedure following Receipt of Applications

Applicants are asked to provide us with an e-mail address where possible, as this is our preferred method of communication. All correspondence relating to this job application will be marked 'Private and Confidential'.

Where an e-mail address is provided, we will send applicants an acknowledgement of the application form as soon as possible following receipt; employees of Staffordshire University should note that this will be the internal e-mail address.

All applicants are asked to note that unless otherwise indicated, interviews will normally be held within one month of the closing date. Short listed candidates will be contacted to attend for interview as appropriate. Candidates who are not shortlisted for interview will be informed via e-mail. In the absence of an e-mail address, we regret that in the interest of economy we are unable to write to applicants. If you have not received an invitation for interview or any further communication within two months of the closing date specified, you are asked to assume your application is unsuccessful on this occasion.

The University wishes to thank all applicants for their interest in the Institution and the post advertised and for the time and trouble taken to complete the information for their application.

If you require a copy of the vacancy information in large print please contact us

Appointment to the University

The University is an independent Statutory Higher Education Corporation. As such the Board of Governors of the University is the employer, and is responsible for determining the employment policy, pay and conditions of service of all its employees.

The agreed terms and conditions for all staff are set out in the University's terms and conditions of service. In addition your attention is drawn to the following general points:

Medical Clearance

The appointment is subject to satisfactory medical screening, which normally consists of completion of a confidential questionnaire.

Eligibility to Live or Work in the UK

In line with the Asylum and Immigration Act 1996, documentation is required to confirm that employees are eligible to live or work in the UK. Any offer of employment is subject to this documentation being provided.

CRB Clearance

Where indicated in the job description an offer of employment will be subject to a satisfactory response to a check of criminal records.

Pension Contributions

All members of staff are eligible to contribute to the relevant occupational Pension Scheme which is either the Local Government Pension Scheme or Teachers Pension Scheme, both of which are final salary schemes. Staffordshire University as the employer also contributes to each scheme.

Sickness Pay

An employee absent from duty due to illness will be entitled to receive paid sickness leave, as set out in the University's terms and conditions of service.

Payment of Salary

Salary is payable monthly in arrears, normally on the last Wednesday of each month. Payment is made by direct credit to a recognised bank/building society/giro account. All new employees should ensure that the relevant details for credit transfer are completed on the standard form issued on appointment.

Annual Leave

Individuals are entitled to the following leave entitlements based on the grade of the post with effect from 1st August 2007 onwards:-

Grade	Number of Days Worked per Week*		
	4	5	6
One	24	29	35
Two	24	29	35
Three	24	29	35
Four	26	32	41
Five	26	32	41
Six	26	32	41
Seven	30	37	45
Eight	30	37	45
Nine	30	37	45
Ten	30	37	45
Eleven	30	37	45
Twelve	30	37	45
Thirteen	30	37	45
Fourteen	30	37	45

* This refers to those members of staff who work full time hours but on a standard 5 day working cycle or those operating a shift pattern over 4 or 6 working days. This does not refer to staff on fractional contracts.

In addition there are 11 Bank, Extra Statutory and Discretionary Holidays as follows:

- Good Friday
- Easter Monday
- May Day
- Spring Bank Holiday Monday
- Late Summer Bank Holiday Monday
- Christmas Day to New Year's Day (inclusive)

Trade Union Membership

The University believes that the interests of both the employer and employee are best served by individuals joining a recognised Trade Union. The Board of Governors of the University has recognised the following Trade Unions to operate within the university - UCU and UNISON.