

**Job Description for the Post of International Student Advisor  
(Ref: ISC09/2)**

1. **General Details**

Job Title:	International Student Advisor
Location:	Student Office – International Student Centre
Normal workbase:	Stafford
Tenure:	Permanent
Salary:	Grade 5 currently £21,565 - £25,001 per annum

2. **Job Purpose**

To support the Student 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: Business Manager via ISC Administrator  
Responsible for: Temporary staff and volunteers who assist with events

4. **Main Activities**

- Work with the colleagues in the ISC 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 4 (Students) -to current and prospective international students together with their dependants.
- Maintain detailed case notes and student enquiry records in accordance with the Data Protection Act.
- Manage the University Student Batch Scheme.
- Support the organisation and development of 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 Student Centre to students, staff and external contacts.
- Keep up-to-date with developments and expertise in the area of international student advice and support, and UKBA Regulations and relay this information to colleagues as appropriate.
- You will have an oversight of PBS Compliance on key sponsor duties to maintain and ensure retention of the University's Tier 4 licence.
- 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.
- Support the University's Key Contact representative with the Home Office UK Border Agency for all student-related immigration enquiries following University procedure.
- To ensure the International Student Centre's web pages are up to date and accurate.
- 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, , 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 Student Office as may be assigned by the Dean of Students and Academic Registrar.

## 5. Person Sought

### *Essential Criteria:*

- 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
- A 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 DISC code (excluding asylum appeals)
- Experience of supervising

## 6. Special Conditions

This post is permanent, working 37 hours per week.

Some work outside normal office hours will be required at certain times of the year -eg to cover Meet and Greet and International Welcome.

The office operates flexible working hours.

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

April 2010

### 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.

**Please note that CVs will only be accepted in support of a fully completed application form.**

Completed application forms and any accompanying information should be returned via e-mail to [jobs@staffs.ac.uk](mailto: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: 9 June 2010**

**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**

## Guidance for Disclosure Applicants

Please note that, if you are offered this position, the appointment procedure requires you to apply for either a Standard or Enhanced level of Disclosure with the Criminal Records Bureau (CRB) as detailed in the enclosed job description.

Standard Disclosures are primarily for posts that involve working with children or vulnerable adults or is of such a kind where the postholder will have access to these groups in the course of their normal duties.

Enhanced Disclosures are for posts that involve a far greater 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 Criminal Records Bureau (CRB), an executive agency of the Home Office. Disclosures will provide details of a person's criminal record including 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 you will be provided with the relevant form and guidance notes supplied by CRB. You must carefully complete and return the form and send it to Personnel Services together with various original documents confirming your identity (full details will be provided at the time).

Your completed Disclosure application form will be countersigned and forwarded to the CRB by Personnel Services.

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

After all checks have been carried out, the CRB will send a Disclosure to both you and the counter signatory at the University, which will list any details obtained from those checks (except in the case of Additional Information which is released to the University only, by the Chief of Police). In the event of the CRB check highlighting information held on any of the databases accessed, a member of Personnel Services may contact you to arrange a meeting to discuss the details in order to make an informed decision as to whether or not this affects the offer of appointment. The final decision as to whether your 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 CRB 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 peoples' 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 Criminal Records Bureau (CRB) Disclosure service to assess applicants' suitability for positions of trust, Staffordshire University complies fully with the CRB 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 trade 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 Personnel Services 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.
- § Unless the nature of the position allows Staffordshire University to ask questions about your entire criminal record, we only ask about 'unspent' convictions as defined in the Rehabilitation of Offenders Act 1974.
- § We ensure that those at Staffordshire University who are involved in the recruitment process have been suitable 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, e.g. the Rehabilitation of Offenders Act 1974.
- § 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 CRB Disclosure aware of the existence of the CRB 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 will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.**

**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 and Work in the UK**

In line with the Immigration, Asylum and Nationality Act 2006, documentation is required to confirm that employees are eligible to live and 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.

**Qualifications**

New employees will be required to produce evidence of qualifications which are deemed essential for the post, as set out in the job description.

**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.

**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 or building society 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:-

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)

**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.

**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.