

J o b D e s c r i p t i o n

Position:	International Student Support Team Leader
School/Service:	Student Services
Reference:	SSE-068/P
Grade:	Grade 6 (HERA pending)
Status:	Permanent
Hours:	Full-time – 36.25 hours per week 08:45am-5:00pm, Monday to Friday. Some work outside these hours may be required e.g., Open Days, Welcome and Induction events, attending or delivering staff development sessions. The post holders may be required to work weekends or evenings in the event of an emergency.
Reporting to:	Student Services Manager
Responsible for:	Supervision of the International Student Support Team

Main Function of the Role:

- Provide day to day supervision and support to the International Student Support Team working closely with the Student Services Manager. This will include taking the lead on more complex enquiries, informal complaints, developing and enhancing international student support and liaison with other departments and senior colleagues from across the University.
- Proactive in transforming and enhancing the services provided both face to face and online. Implementing new initiatives and exciting opportunities to improve service engagement, delivery and the international student experience.
- Lead on the provision of financial support for international students seeking assistance due to unexpected/unforeseen challenges.
- Facilitate new means of customers providing feedback, analyse feedback, identify trends and develop resources to support the department. Ensuring the service is student focussed and responsive to the needs of our customers and stakeholders.
- Developing and leading on the delivery of the University's International pre-arrival programme, student welcome and induction programme, ensuring the effective transition of students in to the University. Working closely with Student Services colleagues supporting student life to improve engagement with all activities.
- Deputising for the Student Services Manager with regards to International Student Support

Principal Duties and Responsibilities:

1. Supervise and manage the International Student Support Team, ensuring services are accessible and delivered from a range of locations to meet the needs of our international students.
2. Communicate calmly and in a professional manner when supporting customers who may be demanding, have unreasonable expectations or who are distressed. The postholder will be expected to assist the International Student Support Team with more complex enquiries, taking ownership of such enquiries and providing a response to the customer whilst sharing any gained or new knowledge with colleagues.
3. Refer students to the UKVI Compliance team, if the issue they are experiencing is compliance-related or could impact on the university's sponsor licence, working closely with the team when appropriate.
4. To provide advice and guidance to students on UKVI-related matters, referring to the UKVI Compliance team for more complex cases and/or action.
5. Ensure international students have a thorough understanding of accessible support, raising awareness of services such as the Life Lounge, Disability Service and Sport and Wellness Centre amongst the international student community, implementing seamless referral processes to track engagement beyond the initial referral.
6. Develop accessible resources, interventions and events to support international students and enhance their experience of studying at the UoB e.g.:
 - a. pre-arrival support,
 - b. summer schools,
 - c. arrival information,
 - d. international student inductions,
 - e. peer support including buddy schemes
 - f. information or events in response to new and emerging local and global situations/developments.
7. Lead on the development of pre-arrival services that prepare and provide for support international students with settling into life in the UK and their academic development. This will require the role to work with colleagues and stakeholders from across the University in the planning, marketing, delivery and evaluation stages.
8. The role will be expected to respond to enquiries related to any pre-arrival information/activities. Any admissions processes or visa applications should be directed to appropriate staff within Recruitment and Admissions.
9. Develop targeted international student inductions, monitoring engagement and obtaining feedback.
10. Respond promptly and effectively to students experiencing unforeseen/unexpected financial challenges, developing and monitoring engagement with the International Crisis Fund and other supportive schemes.

11. Keeping abreast of sector developments in relation to financial assistance offered to international students. This will include benchmarking, proposing new schemes, forecasting expenditure and monitoring.
12. Working with a range of stakeholders to documenting procedures and map the international student journey,. This will include identifying and addressing gaps, production of associated materials and dissemination of such information to a range of stakeholders, including staff and students. To develop projects that enhance the student experience and support the student success strategy.
13. Supporting colleagues in Recruitment and Admissions with the enrolment processes for international students, maintaining contact and offering support to those students who may arrive in the UK late and/or after the start of teaching.
14. Work with the International Student Support Team to schedule, promote and co-ordinate regular international student drop-ins, information, advice and guidance briefings and events tailored around their student journey. This may include delivering sessions outside of scheduled academic activities in the evenings and at weekends. Such events will support acclimatisation, social engagement, academic support and celebrations of specific relevant cultural activities.
15. Support international students with accommodation choices through the production of accommodation guides, referrals to the preferred accommodation provider (where appropriate), offering advice to students experiencing difficulties in finding accommodation or when issues arise with the accommodation in which they are living.
16. Monitor, evaluate and respond to student feedback acting on suggestions from students and developing "You Said We Did" resources. Working with the Students' Union, Student Services colleagues and student focus groups, use feedback to inform future service delivery/practice and new initiatives.
17. Undertake a full range of administrative duties, using appropriate technologies. Including the maintenance of webpages, social media campaigns and production of promotional materials and guidance. Operate the University's student records system to maintain and review information. Review the use of the Student Record system and its scope for future developments.
18. Support the wider management team with the review and enhancement of existing policies and procedures which impact on international students.
19. Support academic colleagues and Personal Academic Tutors (PATs) with complex pastoral matters which may impact on a student's ability to attend and engage in academic activities, remaining mindful of the university's policy on attendance and attendance monitoring, as well as UKVI expectations. This will include attending Attendance Monitoring reviews.
20. Contribute to future attendance monitoring processes and policies and undertake monthly attendance monitoring, reviewing attendance reports and working with academic colleagues (including PATs) to provide support and signpost to specialist support services.

21. Perform and monitor standard financial procedures appropriate to the role, which may include tracking financial records, invoicing, purchase orders and reconciliations. Undertaking both routine and complex enquiries with external suppliers/contractors.
22. Attend appropriate working groups and committees at which international student support and experience are being considered. This will include sharing data on service engagement/trends and reporting on new and emerging issues/concerns.
23. Deliver staff development sessions and training to both staff and students in relation to the services provided by Student Services. Deliver presentations both face to face and online in relation to the services available to support students throughout their studies.
24. Keep abreast of key developments within the sector by attending conferences, workshops and training sessions, and feeding back key information to colleagues. Representing the University of Bolton and attending relevant conferences and events.
25. Act as a Designated Safeguarding Champion (DSC), for which training will be provided and to support International Students and their families living in the UK with any safeguarding related matter.
26. Take responsibility as appropriate for coordinating staff rotas, approving requests for Annual Leave/TOIL and ensuring that staffing levels accommodate operational needs. Develop staff training materials for those staff whom the post holder will supervise, as well as the wider University community.
27. Ensure a safe working environment and abide by the University health and safety policies and practise and to observe the University's Equal Opportunities policy and Dignity and Work policy at all times.
28. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements.
29. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

Note This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary, update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Person Specification

Position: International Student Support Team Leader		Reference: SSE-068/P	
School/Service: Student Services & Experience		Priority (1/2)	Method of Assessment
Criteria			
1	Qualifications		
1 a)	GCSE grade A-C (Grades 4 to 9), or equivalent standard of education, in both English Language & Mathematics	Priority 1	Application
1 b)	Honours degree or equivalent level experience working in Higher Education.	Priority 1	Application
2	Skills / Knowledge		
2 a)	Highly Competent in the use of computer technology e.g. MS Office including Word and Excel, Access (or other databases), email, video conferencing (Teams/Zoom) and the Internet	Priority 1	Application /Interview
2 b)	Effective administration skills e.g. organised record keeping, retrieving, analysing and presenting data.	Priority 1	Application /Interview
2 c)	Good verbal communication skills e.g. the ability explain standard service procedures to students and staff at all levels across the University and for the delivery of inductions, workshops, staff development and training.	Priority 1	Application /Interview / Presentation
2 d)	Ability to research and implement changes including enhancing online service delivery such as Digital Student Services.	Priority 1	Application /Interview
2 e)	Present information clearly, accurately and concisely to students and staff verbally and in writing, including producing reports for senior colleagues and external stakeholders.	Priority 1	Application /Interview/Presentation
2 f)	Able to maintain a helpful and co-operative manner when managing difficult situations and working under pressure	Priority 1	Application /Interview
2 g)	A sound understanding of UKVI legislation and how this may impact on an international student during their time in the UK	Priority 1	Application /Interview Presentation
2 h)	Excellent organisational skills and ability to use own initiative	Priority 1	Application /Interview
3	Experience		
3 a)	Previous experience of working in a busy, fast paced and dynamic customer service environment	Priority 1	Application /Interview
3 b)	Experience of working to tight deadlines and prioritising work in response to quickly emerging concerns	Priority 1	Application /Interview
3 c)	Relevant experience of marketing and service advancement including promoting and raising awareness of services available. Also includes seeking and responding to feedback, hosting focus groups and developing services in response to customer insight.	Priority 1	Application /Interview
3 d)	Experience of successfully working across teams and departments	Priority 1	Application /Interview

3 e)	Experience of supporting and communicating with international students, who may be demanding and have high expectations, in a helpful and co-operative manner	Priority 1	Application /Interview
3 f)	Experience of supervising and managing staff, either in current or previous employment.	Priority 1	Application /Interview
3 g)	Experience of evaluating and adjusting services to meet the needs of customers	Priority1	Application /Interview
3 h)	Previous experience of responding to complaints, without the need to pass to a more senior manager	Priority 1	Application /Interview
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	Priority 1	Interview
4 b)	Commitment to continuous improvement and creative ways of working, delivery of new projects and advancement of service provision	Priority 1	Interview / Presentation
4 c)	Work independently without close supervision	Priority 1	Interview
4 d)	Able to work as part of a team and cover for other team members in their absence	Priority 1	Interview
4 e)	Able to deal effectively with a variety of internal and external customers in a professional manner	Priority 1	Interview
4 f)	Sensitive to individual and cultural differences and barriers international students may face when settling in to study in the UK	Priority 1	Interview / Presentation
4 g)	Awareness and adherence to issues of confidentiality	Priority 1	Interview
4 h)	Ability to deal calmly with students who may be difficult, distressed and/or demanding, and the ability to support colleagues with this.	Priority 1	Interview
4 i)	Experience of dealing with deadlines and being able to work under pressure and with constant interruptions whilst maintaining high standards and an attention to detail.	Priority 1	Interview
5	Other		
5 a)	Willing to undertake staff development, which may take place outside the University	Priority 1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, Prevent, UKVI and Bribery Act	Priority 1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 d)	Available to work flexibly and remotely and travel as appropriate in order to meet the needs of the services	Priority 1	Interview

Note:

Priority 1 indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.

1. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
2. It is the responsibility of the employee to ensure any professional accreditation/membership remains current 4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required