International Student Adviser
Student and Academic Services Department

Closing date: 31 October 2017
Interview date: 16 November 2017
Vacancy reference: 6092
INTRODUCTION

The International Student Support team, based within Student Services, is looking for an experienced and motivated individual to join the team to assist with providing exemplary advice and guidance through the provision of regulated immigration advice. The post holder will also be involved in a variety of international support projects including international student induction and Winter Hosting.

This new post has been created to ensure the already high standards achieved by the International Support Team are maintained, as the number of international students continues to rise. The University of York currently has a population of 17,500 students, with approximately 4500 international students requiring a Tier 4 visa. The University has a diverse student population of 150 different nationalities, so an understanding of cultural differences and expectations is crucial.

Student Services is based within the Directorate of Student & Academic Services which also comprises the Colleges, Academic Support Office, Open Door and Disability and Employability and Careers. The directorate has recently been awarded the Customer Service Excellence award and this role is at the forefront of this aspect of our work.
Main purpose of the role

To work as part of a small team in providing visa and other advice pertaining to international students, their families and academic visitors. Assisting the International Student Support Manager in organising Welcome activities for new students. Taking the lead on events such as the Winter hosting scheme, focus groups, website updates, publications and surveys. Liaising with other University departments and collaborating with external organisations including the Home Office and North Yorkshire police.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Provide immigration advice to prospective and current international students, their families and Academic Visitors, up to OISC level 2, taking into account UK legislation.
- Assist the International Student Support Manager with delivering and developing the September and January Welcome programmes.
- Manage an active student caseload.
- Deal with queries referred on from other team members to provide immediate support and problem resolution.
- Take an active approach to problem-solving, identifying issues and creating practical solutions, including collaboration internally and with external agencies as required and ensure disruptions to the service are minimised.
- Supervision of interns and student Welcome Team.
- Participate with UKCISA and AISA initiatives and attend conferences and appropriate training modules.
- Provide administrative support to working groups and committees, including liaising with Chair and members, drafting minutes, collating and distributing papers, as appropriate.
- Plan and allocate own work and responsibilities over the short and medium term, with an awareness of longer term issues. Use discretion to determine priorities and resolve conflicts to meet targets and deadlines.
- Manage specific short-term section- or team-wide projects or contribute to planning for Directorate, section or team.
- Organise complex internal and external activities or events, and co-ordinate the associated arrangements, collating and presenting relevant documentation, booking venues and speakers, co-ordinating diaries and ensuring activities/events are run efficiently taking into account issues such as cost, staffing and timescale implications.
- Build successful and productive relationships, alliances and partnerships within Student and Academic Services, and with other teams/sections/directorates, academic departments and external stakeholders in order to promote the work of the team and establish effective working relationships across departments.
- Take delegated responsibility for budgets where appropriate, for resources/handling cash, or for processing larger sums of money by following established procedures. This may include monitoring accounts, maintaining financial records and highlighting any required corrective actions.
- Represent the team, section and Student and Academic Services within and beyond the University as appropriate and deputise for the line manager as required.
- Maintain a personal and professional development plan
- Support the implementation of aspects of the Student and Academic Services strategy relevant to own work area and that of the team or section.

At a glance

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<tr>
<td>Salary</td>
<td>£24,983 a year</td>
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<tr>
<td>Hours of work</td>
<td>37 a week</td>
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<tr>
<td>Contract type</td>
<td>Open</td>
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<tr>
<td>Based at</td>
<td>University of York - Campus West</td>
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Commit to and demonstrate the values associated with CSE and continuous service improvement.

Review user satisfaction with services and monitor service objectives and standards within own areas of work, ensuring results are shared with broader team and senior managers.

Assist with the setting of standards for service delivery that are meaningful to customers and the team.

Where appropriate, lead on improvements to areas of service delivery within area of expertise, using discretion and initiative to ensure the service can continue to meet agreed quality standards, guidelines, and procedures.

Oversee the security/accessibility of data in accordance with data protection legislation.

Produce written reports, briefings and presentations for the team or section, central support staff or academic departments, as required, or contribute to broader reports.

Perform detailed analysis and manipulation of information, data and/or calculations, highlighting and prioritising any issues for further investigation and contributing to reports to support decision making.

Support team and section leaders in creating a work environment that is fair and inclusive.
## PERSON SPECIFICATION

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<th>Qualifications</th>
<th>Essential/Desirable</th>
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<tr>
<td>Educated to degree level or relevant experience</td>
<td>Essential</td>
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<tr>
<td>Trained to OISC Level 2 in student immigration advice</td>
<td>Desirable</td>
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<td>Knowledge</td>
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<td>Understanding of the needs of those working and studying in a higher education environment</td>
<td>Essential</td>
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<td>Cultural awareness and a demonstrable commitment to the principles of diversity and equality</td>
<td>Essential</td>
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<td>Understanding of UK Data Protection laws</td>
<td>Essential</td>
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<td>Working knowledge of Tier 4 policies</td>
<td>Desirable</td>
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<td>Skills, abilities and competencies</td>
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<td>Excellent communication skills</td>
<td>Essential</td>
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<td>Ability to deal with issues of confidentiality and to demonstrate tact and diplomacy in sensitive situations</td>
<td>Essential</td>
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<td>Motivation towards customer service excellence and quality</td>
<td>Essential</td>
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<td>Ability to work on own initiative, under pressure and to tight deadlines</td>
<td>Essential</td>
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<td>Commitment to organisational values</td>
<td>Essential</td>
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<tr>
<td>Experience</td>
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<td>Demonstrable experience of working in an advisory capacity</td>
<td>Essential</td>
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<td>Experience of using IT systems, including web maintenance and knowledge of SITS</td>
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<td>Personal attributes</td>
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<td>Willingness to work with students from a wide variety of nationalities, taking into account cultural and language differences</td>
<td>Essential</td>
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<td>Ability to work on own initiative, highly motivated, working both independently or as part of a team</td>
<td>Essential</td>
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<td>Sensitivity and empathy with users, colleagues and staff</td>
<td>Essential</td>
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Student and Academic Services provide administrative and advisory services and opportunities for development to support the student experience. Working collaboratively with students, colleagues and external partners we facilitate learning, development and success.

As one of the largest professional service directorates we make a significant impact on the University's ability to achieve its ambition of offering and outstanding and valuable experience, and to support our colleagues in achieving excellence in research, teaching, and the student experience. We are in a strong position to shape and influence the way that the University delivers its objectives.

We provide a collection of professional services which contribute to the quality of the student experience; these services are organised in five sections:

- **Academic Support**
- **Careers and Placements**
- **Colleges**
- **Open Door and Disability Services**
- **Student Services**

The International Student Support team sits within the department of Student Services and is based in the Student Hub which is the first point of contact for a wide range of students services, providing help with enquiries, drop-in sessions and appointments with our team of Student Advisers.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.
Apply online
- Go to https://jobs.york.ac.uk
- Find this job using reference 6092
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 31 October 2017.

What will I need?
We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance
Direct any informal queries to
Louise Saunderson
louise.saunderson@york.ac.uk or
Tel: +44 (0)1904 324144

If you have any questions about your application, contact the HR Services team:
recruitment@york.ac.uk
+44 (0)1904 324835