

Candidate Information

Position:	International Student Adviser - Undergraduate (UG)
School/Department:	Queen's Business School
Reference:	24/112067
Closing Date:	Monday 12 August 2024
Salary:	£39,922 - £47,631 per annum
Anticipated Interview Date:	Wednesday 4 September 2024

JOB PURPOSE:

The International Student Adviser provides key pastoral support and offers clear guidance and up to date advice to all international students who come to Queen's Business School Belfast to follow an undergraduate course of study.

The postholder plays a pivotal role in ensuring that international students have a positive experience at university, that they feel appropriately supported both academically and pastorally throughout their undergraduate journey and that their positive engagement with Queen's will carry on beyond graduation.

Reporting to the International Partnership Manager, the International Student Adviser (UG) works closely with the Director of Undergraduate Studies, the International Student Adviser (PG) and the central Education & Student Services team to develop and deliver a series of appropriate English language workshops that are tailored to students' needs and designed to help them succeed by addressing identified gaps in academic skills. In addition to a bespoke English language and academic support programme, the postholder will work in tandem with QBS Connect and other colleagues as appropriate to find ways to help integrate international students through a series of engaging cultural and social activities and seminars.

MAIN ACTIVITIES/RESPONSIBILITIES:

Learning and Teaching Environment

1. Design, develop and co-ordinate academic and pastoral activities in tandem with Directors of Education, Programme Directors and Advisors of Study and in consultation with the International Student Adviser (PG) and Education Student Services to create an effective, integrated support system for international undergraduate students at QBS.
2. Liaise with Directors of Education, Advisors of Study, Education & Student Services and University support services in resolving more acute student problems around adjustment to study and life in Belfast.
3. Participate in appropriate School committees to discuss learning support or specific student cases.
4. Work closely with Directors of Education and other academic staff as well as the Placement Office team to help prepare students for placement opportunities.
5. Develop an up to date working knowledge of University regulations and procedures which are relevant to the School's international student population.
6. Develop online resources for international students using the University's virtual learning platform, Canvas.
7. Be a visible, approachable and accessible resource for international undergraduate students.

Specialist Support

1. Provide specialist support to School based staff on a broad range of issues associated with international student transition, progression and retention.
2. Offer one-to-one support for international undergraduate students to aid their adjustment to studying and living in Belfast.
3. Introduce initiatives to support students' understanding of business and subject-specific terminology.
4. Develop and implement engaging initiatives to support English language skills of international students.
5. Help enhance the study skills of international students.
6. Refer students to the appropriate Professional Services and follow-up with students to ensure matters have been resolved.
7. Inform School colleagues, when appropriate, about issues raised by students.
8. Contribute to School and University wide projects that highlight challenges with existing processes and systems, recommending solutions, and ensuring that agreed developments are implemented.
9. Devise and deliver presentations and workshops for international students on a range of topics throughout the academic year.
10. Keep up to date and aware of legislation with regards to international students.

Cultural Awareness and Adjustment

1. Liaise with colleagues to provide appropriate pre-entrance information.
2. Develop and organise School-based induction activities and follow-up orientation activities which promote inter-cultural integration.
3. Deliver sessions during induction as appropriate.
4. Provide a distinctive and visible point of contact for international students so that support can be maximised, and good practice shared across the School.
5. Develop continual student engagement activities for international students to enhance the student experience.
6. Continuously evaluate the success of social and engagement activities and strive to improve participation/feedback where appropriate.

ADDITIONAL DUTIES INCLUDE:

1. Support the Directors of Education in the development of School strategies in relation to the international student learning experience.
2. Represent the School at appropriate University events and committees.
3. Support the International Partnerships Manager in developing and maintaining practices and procedures, within the School, as appropriate. Present ideas for improved services or processes to the School Education and Operations committees.
4. Committee Servicing including: Programme Boards; Pathway Committee; Staff Student Consultative Committees; and Student Progress in accordance with University guidelines and standards.
5. Liaise with colleagues in the professional Support Directorates, in particular the Directorate of Education and Student Services and International Student Support on matters relating to international students.
6. Assist the School Manager in the management of the School's clerical support teams including selection and recruitment; appraisal; supervision; delegation; deployment of clerical functions; staff development; debriefing as required.
7. Maintain and develop appropriate administrative systems to meet and enhance relevant quality assurance standards in keeping with University policies.
8. Collect, analyse and present reports, statistics and results to inform decision making within the School and provide appropriate reporting to the School Management Board.
9. Support the International Partnership Manager with international visitors as required.
10. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

ESSENTIAL CRITERIA:

1. Degree or equivalent and substantial recent relevant experience in a student facing role.
2. Experience of working with International Students.
3. Cultural awareness and sensitivity when dealing with international organisations and individuals.
4. Self-starter with enthusiasm, flexibility, and motivation.
5. Ability to produce and analyse information to inform complex management decisions, solve problems and provide sound advice and guidance.
6. Supervisory or line management experience.
7. Experience of creating, maintaining and use of IT for preparation of reports.
8. Strong interpersonal skills with an ability to work with staff and students.
9. Effective communication skills with an ability to present to large and small groups.
10. Ability to deal professionally with international students who may be dealing with a range of issues (academic/pastoral).
11. Adaptable, flexible and emotionally robust to deal positively with a changing environment.
12. Ability to produce accurate work, under pressure and within agreed deadlines.
13. Flexibility and willingness to work irregular hours on an occasional basis.
14. Ability to maintain strict confidentiality.

DESIRABLE CRITERIA:

1. Postgraduate or professional qualification in a relevant discipline.
2. Diploma or equivalent qualification in English language teaching
3. Experience of working with International Students in Higher Education in the UK
4. Experience of supporting students to integrate into UK education.
5. Experience of using University systems.
6. Experience of developing online and classroom-based study skill resources.
7. Experience of servicing committees.
8. Experience of living/working abroad.
9. Positive and proactive.

ADDITIONAL INFORMATION:

Informal inquiries may be directed to Arlene Bustard, email: a.bustard@qub.ac.uk