

Candidate Information

Position:	International Student Support Officer
School/Department:	Academic and Student Affairs
Reference:	19/107177
Closing Date:	Monday 18 February 2019
Salary:	£33,199 - £39,610 per annum (potential to progress to £43,266 per annum through sustained exceptional contribution)
Anticipated Interview Date:	Thursday 7 March 2019

JOB PURPOSE:

Responsible for delivering a comprehensive and professional immigration advice to international students as part of the International Student Support team.

MAJOR DUTIES:

- Working with students in a Faculty group-
 - Take responsibility for a case load of international students providing a professional, specialist and confidential advice service, on a group or one to one basis, pre entry, arrival and throughout their course;
 - Provide immigration advice pre and post entry to international students in accordance with UK immigration law and the requirements of UKVI;
 - Pro actively take responsibility for the delivery of the UKVI Leave to Remain Application process and Entry Clearance Correction Scheme for Points Based System (PBS) Tier 4 students for the Faculty group of students, helping students prepare their application documents for submission secure appropriate outcomes and advising on visa and entry clearance refusals;
 - Take responsibility for the delivery of other visa routes including Short-term Student Visa, Tier 1 Student Entrepreneur Visa and the Tier 4 Doctoral Extension Scheme;
 - Actively manage the caseload so as to reduce the University's risk of non compliance with progression and retention targets of Tier 4 students.
- Working with Schools in a Faculty group-
 - Advise on the refinement and development of courses of study to comply with UKVI legislation and aid recruitment;
 - Build relationships with relevant School staff in order to manage the monitoring of and compliance with UKVI attendance monitoring requirements;
 - Advise Schools on the management of the risk of non compliance and the impact that this could have on individual students, the School and the University as a whole;
 - Work in collaboration with students and academic colleagues on an ongoing basis to resolve difficulties for international students where these difficulties may have an impact on the students immigration status and/or the University's compliance with legislation.
- Provide information and support to international students relating to their wellbeing, signposting to other Queen's Support Services or external organisations for international students in need of more specialised guidance, particularly students at risk.
- Keep thorough, accurate and up-to-date student records and databases, including case notes, to ensure compliance with the Data Protection Act, University policy and Office of the Immigration Service Commissioner (OISC) regulations.
- Devise and deliver presentations and workshops for international students on a range of topics, including visa and immigration advice, University induction events and other information as appropriate.
- Prepare statistical analysis and management reports on aspects of International Student Support service provision to support high level decision making.
- Develop and maintain information resources for international students on a range of issues including PBS, immigration, international issues and travel.

8. Contribute to the organisation of a range of events and initiatives to enhance the international student experience, including Welcome and Orientation events, airport welcome arrangements and social events throughout the year.
9. Maintain a comprehensive and detailed knowledge of immigration legislation, Points Based System policy and guidance and keep updated on changes and developments in the field of international student advice and guidance.
10. Undertake short-term projects and contribute when required to initiatives within International Student Support team to support the achievement of high service standards and continuous improvement of the student experience; Deal with queries referred on from more junior members of staff, providing immediate support and problem resolution.
11. Support the work of the Head of International Student Support and other members of the team by assisting with general administrative tasks, organising and servicing meetings and other tasks relating to the general provision of support to international students and the running of the office.
12. Review and monitor service objectives and standards within own area of work. Build conclusions into future improvements to ensure service quality and efficiency.
13. Carry out any other duties which are appropriate to the post as may be reasonably requested by Head of International Student Support.

Planning and Organising:

1. Prioritise and allocate work and responsibilities over short/medium term with an awareness of longer term issues in response to line manager's general instructions.
2. Use initiative and discretion based on knowledge and experience to determine priorities and resolve conflicts to meet targets and deadlines
3. Carry out planning for own short term projects and contribute to planning for wider Directorate activities.

Resource Management Responsibilities:

1. Assign tasks to others and be responsible for ensuring work is completed to the required timescales and standards.
2. Organise and plan own work activities and those of others in order to contribute to the achievement of the team's objectives and improve efficiency.
3. Work autonomously on student cases but within the level of training as prescribed by the OSCI.

Internal and External Relationships:

1. Regular contact with line manager, work colleagues and University staff.
2. Regular contact with Faculty based staff.
3. Extensive liaison with external UKVI staff including Caseworkers, Entry Clearance Correction staff, PEO staff and Officers at overseas Entry Clearance Posts.
4. Police Service of Northern Ireland staff.
5. UKCISA staff.
6. Extensive liaison with prospective and current international students.
7. Attend internal and external meetings as requested by manager or to represent the department at the appropriate level.

ESSENTIAL CRITERIA:

1. Educated to degree level or equivalent with 2 years administrative or management experience OR 5 years of administrative or management experience in a student facing role.
2. OISC Level 1.
3. Substantial experience of providing professional and confidential one to one casework advice and also advice on regulatory compliance as main part of role.
4. Experience of interpreting complex legislation and guidance as main part of role.
5. Demonstrable ability to use initiative and judgement to resolve issues independently.
6. Experience of analysing and manipulating complex information and presenting relevant management information.
7. Experience of autonomous decision making.
8. Excellent organisational and time management skills and ability to plan and organise short term activities and events.
9. Experience of dealing with e-mail and internet.
10. High-level numeracy skills
11. Knowledge of key issues facing international students
12. IT literacy and up to date knowledge of relevant computer packages and information systems.
13. Excellent oral communication skills, experience of making presentations and experience of communicating with people from a wide range of cultures.

14. Excellent written communication skills demonstrated through experience of report writing, preparing presentations, developing training information and documentation for publication online.
15. Ability to work as part of a team.
16. Excellent attention to detail and ability to learn new information quickly
17. Ability to assign tasks to others and be responsible for ensuring work is completed to the required timescales and standards.
18. Flexible, willing to adapt to new tasks and duties
19. Exemplary customer service skills
20. Calm, good under pressure
21. Analytical, problem solving capability
22. Ability to understand/interpret the requirements of others, present information to others, conduct effective internal and external relations and deal with confidential/sensitive issues.
23. A willingness to work out of hours from time to time, including weekends at busy times of the year such as enrolment and registration.

DESIRABLE CRITERIA:

1. Experience of working in a strictly confidential student-facing environment.
2. Experience of offering immigration advice at OISC Level 1 (or equivalent).