

Candidate Information

Position:	International Student Advisor
School/Department:	Queen's Management School
Reference:	19/107546
Closing Date:	Monday 1 July 2019
Salary:	£33,199 - £39,610 per annum (potential to progress to £43,266 per annum through sustained exceptional contribution)
Anticipated Interview Date:	Tuesday 30 July 2019

JOB PURPOSE:

Reporting to the School Manager the International Student Advisor will perform a critical role in supporting the School's Director of Undergraduate and Director of Postgraduate Studies to enhance the learning experience of international students in the School of Management. With a focus on engaging with students to ensure they have the support, guidance, and high quality information they need to succeed, the International Student Advisor will help deliver programmes that improve student experience and deliver essential information in engaging ways.

This role is key to providing coherence between the academic and pastoral support provided to international students with the objective of creating a positive experience at each step of their University career, the post holder is therefore responsible for providing authoritative advice and guidance around improving the international student experience and ensuring that students are appropriately supported throughout their journey to graduation and beyond.

MAJOR DUTIES:

1. Learning and Teaching Environment

- (i) Lead and co-ordinate activities with Directors of Education, Programme Directors and Advisors of Study to create an effective integrated support system for students.
- (ii) Liaise with Directors of Education, Advisors of Study, School Education Support Officers and University support services in resolving more acute student problems around adjustment to study and life in Belfast.
- (iii) Participate in appropriate School committees, to discuss learning support or specific student cases.
- (iv) Work closely with Directors of Education and other academic staff as well as Placement Office staff to help prepare students for placement experience.
- (v) Develop good working knowledge, and up-to-date knowledge of University regulations and procedures which are relevant to the School's international student population.

2. Specialist Support

- (i) Provide specialist support to School based staff for a broad range of issues associated with international student transition, progression and retention.
- (ii) Provide one-to-one support to international students to support their adjustment to studying and living in Belfast.
- (iii) Provide support and introduce initiatives to support students' understanding of business- and subject-specific terminology.
- (iv) Provide support and introduce initiatives to support English language skills of international students.
- (v) Provide support and introduce initiatives to enhance study skills of international students.
- (vi) Refer students to the appropriate Professional Services and follow-up with students to ensure matters have been resolved.
- (vii) Inform School colleagues, when appropriate, about issues raised by students.
- (viii) Contribute to School and University wide projects that highlight challenges with existing processes and systems, recommending solutions, and ensuring that agreed developments are implemented.
- (ix) Devise and deliver presentations and workshops for international students on a range of topics
- (x) Keep up to date and aware of legislation regards to international students.

3. Cultural Awareness and Adjustment

- (i) Liaise with colleagues to provide appropriate pre-entrance information.
 - (ii) Develop and organise School-based induction activities and follow-up orientation activities which promote inter-cultural integration.
 - (iii) Deliver sessions during induction as appropriate.
 - (iv) Provide a distinctive and visible point of contact for international students so that support can be maximised, and good practice shared across the School.
 - (v) Develop continual student engagement activities for international students to enhance the student experience.
 - (vi) Continuously evaluate the success of social and engagement activities and strive to improve participation/feedback where appropriate.
4. Support the Directors of Education in the development of School strategies in relation to the international student learning experience.
 5. Represent the School at appropriate University events and committees.
 6. Support the School 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.
 7. Committee Servicing including but not limited to: Programme Boards; Pathway Committee; Staff Student Consultative Committees; and Student Progress in accordance with University guidelines and standards.
 8. Liaise with colleagues in the professional Support Directorates, in particular the Directorate of Academic and Student Affairs on matters relating to international students.
 9. 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.
 10. Maintain and develop appropriate administrative systems to meet and enhance relevant quality assurance standards in keeping with University policies.
 11. Collect, analyse and present reports, statistics and results to inform decision making within the School and provide appropriate reporting to the School Management Board.
 12. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

Planning and Organising:

1. Plan and organise activities with an appreciation of longer term issues, ensuring plans complement and feed the broader operational aims within the School.
2. Contribute to larger projects as part of a project team.
3. Work on own initiative, prioritising workload to meet overall objectives of the School and the University.

Resource Management Responsibilities:

1. Assume delegated responsibilities as appropriate.
2. Manage staff where appropriate; monitoring and supporting the performance management and development of staff to ensure that individual contributions are maximised.
3. Manage budgets in relation to activities associated with international student support.

Internal and External Relationships:

1. Daily contact with School Manager, Director of Undergraduate Education, Director of Graduate Studies, School academic and professional support staff to enhance and support the learning experience of International Students in the School of Management.
2. Attend internal and external meetings to ensure that relevant issues are appropriately represented and reported.
3. Liaise with key contacts (in Faculty, Schools, and Professional Support Directorates, etc.) to ensure appropriate integration, collaboration and understanding.
4. Liaise with Students.

ESSENTIAL CRITERIA:

1. Degree or equivalent qualification and a minimum of 3 years recent relevant experience in a student facing role.
2. TEFLI level certificate in ELT/TESOL - CELTA or equivalent.
3. Relevant experience of working with International Students.
4. Demonstrable ability to produce and analyse information to inform complex management decisions, solve problems and provide sound advice and guidance.
5. Supervisory or line management experience.
6. Experience of creating, maintaining and use of IT for preparation of reports.
7. Ability to produce accurate work, under pressure and within agreed deadlines.
8. Demonstrable interest in working with Higher Education students and international students and awareness of the needs of this group.
9. Able to communicate effectively through presentations to large and small groups.
10. Excellent communication skills, both written and oral, with ability to communicate effectively with both staff and students.
11. Ability to deal confidently and tactfully with students who may be distressed.
12. Adaptable, flexible and resilient to deal positively with a changing environment.
13. Cultural sensitivity to deal appropriately with international organisations and individuals.
14. Ability to maintain strict confidentiality.
15. Flexibility and willingness to work irregular hours on an occasional basis.

DESIRABLE CRITERIA:

1. Postgraduate or professional qualification in a relevant discipline.
2. A diploma in English teaching (DELTA) / PGCE with substantial TEFL component.
3. Experience of supporting students to integrate into UK education.
4. Experience of using University systems.
5. Experience of servicing committees.
6. Ability to speak Mandarin.
7. Demonstrably positive and proactive response to issues.