

Candidate Information

Position: International Student Adviser
School/Department: Queen's Management School
Reference: 22/109814
Closing Date: Monday 6 June 2022
Salary: £34,304 - £40,907 per annum
Anticipated Interview Date: Tuesday 28 and Wednesday 29 June 2022
Duration: Permanent

JOB PURPOSE:

Reporting to the School Manager the International Student Adviser 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 Queen's Management School. 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 Experience Officer 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.

MAIN ACTIVITIES/RESPONSIBILITIES:

Learning and Teaching Environment

1. Lead and co-ordinate activities with Directors of Education, Programme Directors and Advisors of Study to create an effective integrated support system for students.
2. 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.
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 Placement Office staff to help prepare students for placement experience.
5. Develop good working knowledge, and up-to-date 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.

Specialist Support

1. Provide specialist support to School based staff for a broad range of issues associated with international student transition, progression and retention.
2. Provide one-to-one support to international students to support their adjustment to studying and living in Belfast.
3. Provide support and introduce initiatives to support students' understanding of business- and subject-specific terminology.
4. Provide support and introduce initiatives to support English language skills of International students.
5. Provide support and introduce initiatives to enhance 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.
10. Keep up to date and aware of legislation 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 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.
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 Academic and Student Affairs 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.
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. 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 a minimum of 3 years recent relevant experience in a student facing role.
2. Experience of working with International Students.
3. To demonstrate interest in working with Higher Education students and international students and awareness of the needs of this group.
4. Cultural sensitivity to deal appropriately with international organisations and individuals.
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. Ability to work effectively with staff and students.
9. Able to communicate effectively through presentations to large and small groups.
10. Ability to deal confidently and tactfully with students who may be distressed.
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. Experience of supporting students to integrate into UK education.
3. Experience of using University systems.
4. Experience of developing online and classroom based study skill resources.
5. Experience of servicing committees.
6. Ability to speak Mandarin.
7. Positive and proactive.