

| Post Details | | Last Updated: 04/09/2024 | |
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| Faculty/Administrative/Service Department | Student Experience Department, Chief Student Officer Directorate | | |
| Job Title | International Student Adviser | | |
| Job Family | Professional Services | Job Level | 3 |
| Responsible to | International Student Advice Manager | | |
| Responsible for (Staff) | n/a | | |
| <p><u>Job Purpose Statement</u></p> <p>The International Student Adviser contributes to providing excellent student support services, aiding the recruitment, retention and progression of international students, and ensuring high levels of student satisfaction.</p> <p>The post holder provides support and advice to existing and potential international foundation, Pre-Sessional English, undergraduate and postgraduate students at the University. Areas of responsibility include offering immigration advice, checking visa applications, processing of Confirmation of Acceptance for Studies (CASs) for all continuing students.</p> <p>The International Student Advice Team is also responsible for organising events for the University of Surrey students and for providing more general pastoral support at key times of the international student journey.</p> | | | |
| <p><u>Key Responsibilities</u></p> <ol style="list-style-type: none"> 1. Provide a professional, specialist and confidential advice service to students, dealing with enquiries from students and offering immigration and other advice within the limitations of your training, and ensure that all student case work is appropriately recorded on University systems. 2. Represent the University in assisting Study Group (SISC) students apply for the necessary immigration permission to begin full-time programmes at Surrey 3. Contribute to the development and production of student communications and business processes that are relevant to International Student Advice, including devising and delivering presentations, workshops and webinars for international students where appropriate. 4. Process CAS applications for existing Surrey students applying for immigration permission to complete their studies. This involves extracting details from SITS, liaising with Faculties and other offices, including Finance to create a CAS application. 5. Play a full part in the provision of events for international students and staff. 6. Undertake other duties within the scope of the post where international student support expertise is required, as requested by International Student Advice Manager or Deputy Head of Student Experience. This includes working in close collaboration with other services across the University (e.g. recruitment and transition support) to enhance the international student experience for both prospective and current international students across the student lifecycle. 7. Represent the University to relevant internal/external groups, as a member of relevant professional organisations and undertake other duties across professional services, given the level of the role, as may be requested by the International Student Advice Manager or Deputy Head of Student Experience. <p>N.B. The above list is not exhaustive.</p> | | | |

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

Planning and Organising

The International Student Adviser will work within the International Student Advice Team to deliver student-centred advice and guidance to both students and staff. They will work within the requirements of the Home Office and the Foreign, Commonwealth and Development Office (FCDO) and is expected to have a working knowledge of the Student Visa and an awareness of the frequency of legislative change and related interpretation by government and professional bodies, such as UKCISA.

During the academic year the post holder will be involved in organising and participating in a range of events for the University of Surrey. This includes welcoming newly arriving students through the International Orientation Programme activities

Within these parameters the post holder will work with minimum day-to-day supervision and should apply judgement and initiative when managing their workload, including determining short and medium-term priorities, responding to conflicting demands, and managing activity in line with the KPIs of the Department. They will ensure that they meet their agreed objectives, whilst working within established departmental processes and procedures.

Problem Solving and Decision Making

The post holder is responsible for the resolution of routine problems with individual students and liaising with relevant University staff and external bodies. The post holder will be expected to identify the nature of any problems and issues through analysis and then apply their judgement and initiative to find an appropriate resolution. They will communicate with prospective and current students by telephone, email, in person and online providing efficient and effective support. This will include working semi-autonomously at times without close line management supervision, but within the limitations of their training.

Continuous Improvement

The International Student Adviser will generally carry out casework assigned to them, while working to the OISC [code of standards](#) and [guidance on competence](#). They will work in a proactive manner to resolve student queries, referring to colleagues and second tier advice services where necessary, to achieve an effective result. They will organise their own individual tasks, meeting agreed deadlines where appropriate, and ensuring effective advice and support for students and staff, timely casework administration, and effective contributions to improved process/procedures. As a team, they will use departmental data to understand the effectiveness of their service and be active in seeking feedback from students and staff.

Accountability

The International Student Adviser will be the first point of contact for all existing undergraduate and postgraduate University of Surrey students as well as SISC foundation students applying for visas and will be responsible for briefing these students to ensure a satisfactory progression. They will assist in ensuring these students are admitted through the normal process.

The post holder will take operational responsibility for the gathering of data and the accurate issuing of CAS for existing Surrey students applying for Student Visa extensions to complete their studies as well advising students on post study working visas. They will be responsible for meeting students on a one-to-one basis and will organise their own individual tasks, following team leader requests to meet agreed deadlines as appropriate.

Dimensions of the role

The post holder does not have any budgetary or supervisory responsibility.

Supplementary Information

The post-holder will be expected to contribute to supporting the Welcome period in September and annual leave should not be taken between mid-September and mid-October.

Person Specification

Qualifications and Professional Memberships

First Degree or equivalent

E

UKCISA/relevant immigration training (OISC Level 1) and experience of providing immigration advice in a similar or related role, preferably within the Higher Education sector.

D

Evidence of training and continuous professional development from a recognised advice sector provider e.g. UKCISA

D

Technical Competencies (Experience and Knowledge)

Essential/
Desirable

Level
1-3

Knowledge of Home Office immigration regulations for international students and experience of advising students on Student visas

E

2

High degree of IT capability, including experience of using Microsoft Word, excel, power point and outlook email or similar packages

E

3

Excellent communication and presentation skills, and the ability to convey complex information with clarity to a range of audiences

E

2

Excellent case work and advisory skills and the ability to interpret and advise on complex statutory regulations and procedures

E

2

Experience of dealing with cultural sensitivity issues requiring tact, diplomacy and a calm approach in difficult situations

E

2

Core Competencies

Level
1-3

Communication

3

Adaptability / Flexibility

2

Customer/Client service and support

3

Planning and Organising

2

Continuous Improvement

1

Problem Solving and Decision-Making Skills

n/a

Managing and Developing Performance

2

Creative and Analytical Thinking

1

Influencing, Persuasion and Negotiation Skills

1

Strategic Thinking & Leadership

1

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

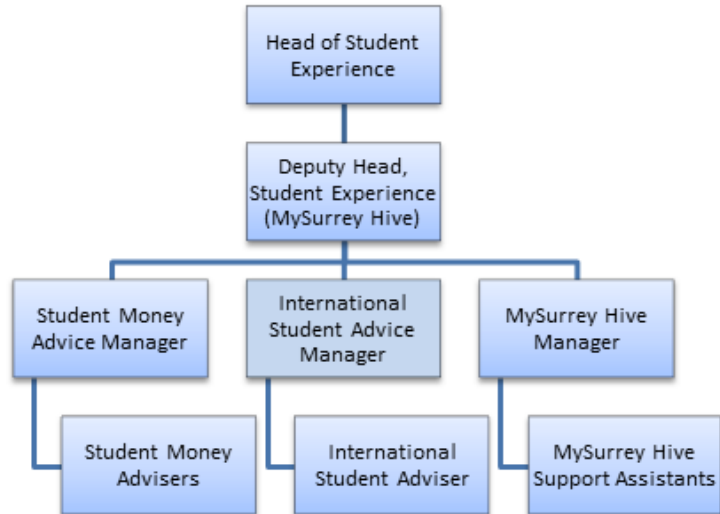
Background Information

The International Student Advice team provides specialist immigration advice to international applicants and students of the University of Surrey while also working to provide more general pastoral support at key times of the international student journey.

The post holder will be part of the Student Experience Department, within the Chief Student Officer Directorate. The Student Experience Department focuses on delivering a personalised and welcoming experience in all our engagements, putting students at the heart of our work, and fostering a sense of belonging and community ethos through all our practices.

The Chief Student Officer Directorate serves to provide a joined-up and effective service to students across their student journey at the University: from pre-enrolment to graduation, with an excellent student experience as its primary focus. We ensure that students receive excellent support and advice and feel a sense of belonging to the University of Surrey community, and work against the key principles in our student and staff partnership manifesto ([student-staff-partnership-manifesto.pdf \(surrey.ac.uk\)](#)).

Department Structure Chart



Relationships

Internal

Key staff in:

- Faculties, Schools and Depts.
- Student Experience
- Wellbeing and Welfare
- Employability and Careers
- Academic Registry
- Accommodation
- Doctoral College
- Finance
- International Study Centre
- Marketing, Recruitment and Admissions

External

- USSU (University of Surrey Students' Union)
- Home Office
- FCDO
- UKCISA
- Surrey Sports Park