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| **SECTION A: THE ROLE** | |
| **Job Title:** | International Student Co-ordinator |
| **Institute/Service:** | Student Support, Student Services Directorate |
| **Job Grade:** | Grade 05 (£25,138 - £28,759)  Starting salary £25,138 |
| **Job Family:** | Professional Services |
| **Job Location:** | Lancaster Campus |
| **Responsible To:** | Student Engagement Manager |
| **Responsible For:** | Supervision of Student Ambassadors |
| **Role Purpose:** | |
| Located in Student Services, the International Student Co-ordinator is a key role in the provision of professional support services to all non-UK students.  This role provides a first line, designated point of contact to international students on-arrival and on-course, supporting their preparation and transition into university life, UK study and cultural integration through the development of online information, advice and guidance, group presentations and in-year events. The role will liaise with other professional services and academic departments in relation to linked administrative processes, including close working the Student Engagement Co-ordinators to identify and support student retention and success and overall international student experience. | |

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| **SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES** | |
| **1.** | Organise, prepare and help to deliver information and advice sessions including welcome, induction/orientation and registration events, retention activities and awareness-raising events. Supervising and deploying student ambassadors and co-ordinating teams from across the university. |
| **2.** | Work with colleagues to provide timely pastoral support to ensure students access the support they need to enable them to succeed in their studies and have a positive university experience, signposting to specialist teams within Student Services and the wider university as appropriate – e.g. Student Engagement Co-ordinators, Disability/SpLD, Counselling, Careers, Programme Administration Desks, Compliance, SU, etc. |
| **2.** | Work with the Student Engagement Co-ordinators to carry out routine analysis of information, data and/or calculations, identifying issues that require addressing, such as poor engagement, presenting results accurately and appropriately. |
| **3.** | Prepare content and disseminate student support information and guidance pre-arrival, on-arrival and on-course, including the co-ordination of travel arrangements and airport pick-ups, and contribute to the service by driving to local airports to collect students as and when necessary |
| **5.** | Attend international engagement meetings and provide updates on student progress, maintaining student support records and tracking student progress in liaison with Student Administration, Admissions, Accommodation Services and Academic Departments etc |
| **6.** | To act as the main point of contact for successful Cumbria Sanctuary Scholarship students. |

**Additional Information:**

You may on occasions and in line with operational needs:

* Be required to work different hours including at weekends/evenings;
* Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University’s intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder’s obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

**Providing an Inclusive Environment:**

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting, and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

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| **Criteria for Grade 5**  **Role Title: Service Administrator/IT Technician** | **Essential/**  **Desirable** | **To be identified by:** |
| **Qualifications**  Educated to RQF Level 3 (A Level, Scottish Higher or equivalent) or equivalent experience.  Educated to Degree level or equivalent or equivalent experience.  NVQ3 Advice and guidance qualification | Essential  Essential  Desirable | Application Form  Application Form  Application Form |
| **Experience**  Demonstrable experience of working effectively with international students in either an educational or support setting.  Previous experience in an administrative role dealing with administrative and information management systems and understanding of the relevant terminology.  Experience of working in higher education and awareness of wider University, HE issues and external changes such as innovations, changes in legislation/regulation which impact on the job. | Essential  Essential  Desirable | Supporting Statement/ Interview  Interview  Interview |
| **Knowledge, skills and abilities**  Demonstrable awareness and understanding of diversity/cultural characteristics and relevance to university life and study.  Awareness and understanding of the potential challenges facing international students' transition into UK life, and the range of support available to them in a university setting.  Ability to provide accurate and timely advice, guidance and support (e.g. to international students), to interpret what is needed and to find solutions based on a general brief.  Demonstrable project management skills to effectively plan, organise and deliver short-term activities and events, including confident presentation and workshop delivery skills.  Professional approach to work and work colleagues, including the ability to be tactful and diplomatic when required to deal with confidential and sensitive situations. An ability to work independently and show initiative, with the ability to effectively supervise a small team, e.g. student ambassadors.  Demonstrable analytical and problem-solving ability to understand and interpret information and make recommendations, e.g. skills for analysing data and including within reports.  Confident IT (Microsoft Excel, Word, Outlook, Teams) and social media user with the ability to create and update student friendly content including webpages, twitter feeds and effective use of internal/external communication channels.  Excellent customer service skills and communication skills, with a willingness to deliver short presentations to groups | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential | Supporting Statement/ Interview  Supporting Statement/ Interview  Supporting Statement/ Interview  Supporting Statement/ Interview  Supporting Statement/ Interview  Supporting Statement/ Interview  Supporting Statement/ Interview  Interview |

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| **Other**  Commitment to the [strategic plan and values](https://www.cumbria.ac.uk/media/university-of-cumbria-website/style-assets/landing-pages/strategic-plan/uoc-strategic-plan-2017-2020.pdf) of the University especially in relation to equality of opportunity at work and a healthy and safe working environment.  Willing and able to visit other campuses as required | Essential  Essential | Interview  Interview |