Job Title: **International Student Advisor**

Unit/School: **Global Engagement**

Grade: **5 AB**

HERA: **INT75**

Core purpose of role

Cardiff Met is a global university with an extensive network of global delivery partners, offices, students, and alumni around the world. Our International Strategy to 2030 will significantly strengthen the University's position as a progressive and innovative global learning and research community that is impactful, relevant, and inspiring. As part of this strategy, we will build on our success with international partnerships and international recruitment to deliver a connected vision across our international partnerships, collaborations, and students.

The Global Engagement Directorate is responsible for the international student welfare and academic study skills support, student immigration compliance, student/staff international mobility, as well as the University's transnational education partnerships and global strategic partnerships.

The post holder will be responsible for overseeing and co-ordinating the student-facing welfare support provision for international students and project managing the arrival and induction period twice a year, ensuring students are fully supported throughout their studies at the university and have a positive experience. They will also maintain up to date knowledge of student immigration regulations and facilitate workshops and individual appointments to support students with applications for further leave to remain.

Key responsibilities and contributions

- Demonstrate detailed knowledge and understanding of the UK government's immigration regulations, ensuring accurate advice is provided to students about their immigration status and future options. This includes the provision of 1-1 visa extension appointments; group workshops and the issuing of Confirmation of Acceptance for Studies (CAS).

- Responsible for project managing the arrival and welcome of new international students. Using initiative and forward thinking to develop systems to respond to the challenging and fast-changing environment and needs of international students.

- Oversee and co-ordinate the service provision offered at the Global Lounge, with line management responsibility for Assistant International Student Advisors and International Student Ambassadors. Contributing to training, providing guidance and

support and delegating work as appropriate to ensure an excellent student service provision.

- Use high level problem solving skills and cultural awareness to support international students experiencing complex personal problems or emergency situations, advocating for students and supporting them with sensitivity and professionalism.

- Plan, manage and promote all of the international student social events, including liaising with internal departments and networking with external parties to negotiate contract terms.

- Manage all processes relating to the creation and development of the information contained within the current international student section of Cardiff Met's website and to delegate work to staff involved in tasks associated with this.

- Liaise regularly with external organisations including the Home Office, police, hospitals and UKCISA to ensure accurate advice is provided to students and queries are dealt with efficiency. Clear and concise communication and the ability to communicate cross-culturally is essential.

- Represent the interests of the Global Engagement Directorate and Cardiff Met international students in internal and external networks, events, meetings, working groups and steering groups.

- Responsibility for project managing the annual Global Week events, including devising and planning the programme of events, engaging with the local community, student body and staff to encourage participation and broadly promoting the benefits of cultural awareness, inclusivity and acceptance.

Person specification

Essential qualifications / Professional memberships

- Educated to degree level or equivalent relevant experience.

Essential experience, knowledge and skills

1. Knowledge and understanding of international cultures, with the ability to apply cultural awareness, sensitivity and diplomacy when supporting individuals from diverse backgrounds.

2. Knowledge of the UK higher education sector, including the student lifecycle, regulatory environment and current issues affecting international students.

3. Knowledge of UK Student visa immigration regulations and the ability to interpret and apply guidance accurately within a higher education setting.

4. Expert knowledge of a wide range of IT systems and software packages, with the ability to use technology effectively to support service delivery, administration, reporting and communication.

5. Excellent organisational and administrative skills, with the ability to prioritise competing demands, coordinate multiple activities simultaneously and maintain accuracy in a busy environment.

6. Ability to review, develop and enhance administrative procedures, policies and working practices, identifying opportunities for continuous improvement and implementing innovative solutions.

7. Excellent communication and interpersonal skills, with the ability to communicate effectively and professionally via email, telephone, face-to-face interactions, presentations and webinars to a wide range of audiences.

8. Ability to explain complex regulations, policies and procedures clearly and concisely, particularly to international students and other stakeholders for whom English may not be a first language.

9. Strong problem-solving skills, with the ability to think quickly, use initiative, exercise sound judgement and identify practical solutions to complex or sensitive issues.

10. Experience of providing advice and guidance in a busy, fast-paced and high-pressure environment, supporting a diverse range of stakeholders and managing complex casework.

11. Experience of working with international students within UK higher education, including working collaboratively across departments, coordinating activities and events, and building effective professional relationships.

12. Experience of line management or staff supervision, together with a willingness to work occasional weekends and unsociable hours during peak operational periods when required.

Desirable

1. Website design, updates and maintenance
2. Experience of working with forced migrants

Welsh skill requirements
Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: Welsh language skills levels. If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post requires a standard DBS check.

Supporting information
The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.