

## Job Description

**Job title** International Student Support Assistant

**Faculty/Directorate** Registry; International Student Services

**Grade:** D

**Role profile:** SMD2

**Full time** 37 hours per week

Permanent

	Duties of the role
<b>Overall purpose of the role</b>	<p>The postholder will work alongside the Senior International Student Support Officer in providing advice and guidance for international students, as well as assisting with the publicity for and running of events, day trips, airport pickups, welcome/orientation activity and the i-Buddies befriending programme.</p> <p>International Student Support comprises 2 members of staff and is part of the wider International Student Services team (alongside Immigration Compliance and Visa Advice).</p>
<b>Main duties and responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide advice, guidance and signposting to international students including by email, phone and appointment (both online and in-person).</li> <li>• Manage individual student welfare cases, including working with students in liaison with relevant colleagues. Setting up and updating casework records.</li> <li>• Develop and maintain team social media (mainly Instagram) presence and write, develop and publish content.</li> <li>• Assist with the administration of section finance and procurement, including creating requisition requests, setting up new suppliers and goods receipting. If required, to hold and administer the team procurement card.</li> <li>• Administer, log and respond to student bookings for airport pickups and other activities.</li> <li>• Assist with airport pickup activities, including meeting new students at the airport and assisting with their arrival in Leicester, as necessary. Liaise with transport providers, halls of residence and other related contacts.</li> <li>• Assist with the development, planning, organisation and running of International Welcome Week and other events and activities to enhance both new student orientation and the ongoing student experience.</li> <li>• With the Senior International Student Support Officer, run the Explore UK trips programme, including setting up, administering and running weekend day trips.</li> <li>• Deliver welcome and information sessions for international students, both online and in-person.</li> </ul>

## Duties of the role

- Support the administration and running of the i-Buddies befriending scheme, including handling student applications and assisting with planning and setting up of activities.
- Support the wider International Student Services Team in providing relevant advice and guidance to international students, signposting where appropriate.
- Attend any training required as part of the role. In addition to the range of mandatory training this is also likely to include Risk Assessment and First Aid training.
- Perform any other duties commensurate with the job grade as reasonably required from time to time.
- Treat all DMU staff, students, contractors and visitors with dignity and respect.
- Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

The nature of the role will require the postholder to work occasional evenings and weekends, including a minimum of 6 Saturdays during the year. The postholder will be able to take Time Off in Lieu (TOIL) for any work outside standard office hours.

All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.

# Person Specification

**Job Title** International Student Support Assistant

**Faculty/Directorate** Registry – International Student Services Division

**Grade:** D

**Role profile:** SMD2

**Full time/Part time (hours per week)** FT 37 hours per week

**Permanent**

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
<b>Qualifications &amp; Training</b>	5 GCSEs, including Maths and English (C grade or above)	Essential		✓			✓
	Education to GCSE A Level or above		Desirable	✓			✓
<b>Previous Work Experience</b>	Experience of front-line advice and guidance work	Essential		✓	✓		
	Experience of developing and publishing Instagram content	Essential					
	Experience of Higher Education (either through employment or as a student)		Desirable				
	Experience of working with international students, or clients with a first language other than English		Desirable	✓	✓		
	Experience of working with financial and/or procurement systems		Desirable	✓	✓		
	Experience of organising social events, activities or trips		Desirable	✓	✓		
<b>Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required</b>	Adaptability and flexibility; able to respond proactively and positively to busy or changing circumstances	Essential		✓	✓	✓	
	Proficiency with MS Office apps, including Word and Excel. Ability to learn how to use new systems (for example, for procurement, student appointments and for recording student casework)	Essential		✓	✓	✓	
	Ability to write effectively and fluently for a range of audiences, though primarily students whose first language may not be English.	Essential		✓		✓	

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	Ability to convey complex information clearly (both verbally and in writing)	Essential		✓	✓	✓	
	Attention to detail	Essential		✓		✓	
	Sensitivity, patience and tact	Essential			✓	✓	
	Cross-cultural awareness and understanding	Essential			✓	✓	
	Engaging and approachable	Essential			✓		
	Ability to use initiative and judgment in problem-solving	Essential			✓	✓	
	Ability to respond to students in distress constructively and with empathy (both verbally and in writing)	Essential			✓	✓	
	Ability to create content and graphics using software such as Canva and Adobe Express		Desirable	✓	✓		
<b>Additional Requirements</b>	Required to sometimes work on evenings and at weekends (from 6 Saturdays per year). Time worked outside normal office hours can be reclaimed as Time Off In Lieu (TOIL)	Essential			✓		
	Required to work a flexible pattern of hours within the terms and conditions of employment. The role is likely to involve a 'hybrid' work pattern (partly on campus and partly working from home).	Essential			✓		
	Post-holder will be required to undertake a range of training, including Risk Assessment and First Aider training	Essential			✓		

**\*A = Application Form; I = Interview; T = Test; D = Documentary Evidence**