

Candidate Brief

International Student Advisor (Job Share)

Reference: R180213

Salary: £32,548 to £38,883 pro rata
[Grade 8]

Contract Type: Continuing

Basis: Part Time (0.4 fte)

Closing Date: 23.59 hours BST on
Friday 1 June 2018

Interview Date: Thursday 21 June 2018

EXCELLENT
DIFFERENT
DISTINCTIVE
ASTON



Job description

Job Purpose:

To provide information, advice, assistance and advocacy for Aston's international and EU students as a caseworker for the International Student Services Team.

Main Duties/Responsibilities:

- ▶ To provide specialist, non-judgemental, client-centred, immigration and related advice to International and EU students and their families working to the Office of Immigration Service Commissioner's (OISC) levels as appropriate.
- ▶ To work as part of the international student support team to provide International and EU advice. This includes offering appointments to students as part of the weekly rota, dealing with phone queries including Skype, emails and urgent, last minute, requests for assistance.
- ▶ To be primarily responsible for immigration guidance and support for all new students, including entry clearance visa applications, and to promote and develop the visa advice service.
- ▶ To contribute to and maintain the cohesive student support environment that our students expect and deserve in order to enhance the student experience at the University.
- ▶ To be responsible for the information available on all technological platforms, such as the University Website, Blackboard Modules, Social Media platforms.
- ▶ To work collaboratively with colleagues from across the University community including Visa Compliance, Student Experience Team, International Office and Admissions/School Support staff, to provide advice on the relevant UKVI policy.
- ▶ To promptly and accurately record casework using an electronic case recording system. To become a Level 1 user on the UK Border Agency's Sponsor Management System.
- ▶ To contribute to the development of policy, practice and activities for asylum seekers.
- ▶ To undertake appropriate training and development in order to meet the requirements of the post and the aims of the annual Performance Development Review.
- ▶ To undertake any other activities commensurate with the post.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	Qualified to a minimum of undergraduate degree level or equivalent.	Application form
Experience	<p>Proven current experience in a similar role relating to immigration advice.</p> <p>Depth and breadth experience of entry clearance issues and resolution.</p> <p>Experience of dealing with international and EU students in crisis.</p> <p>Experience of advocating with the UKVI on behalf of students and of challenging decisions.</p> <p>Experience with Confirmation of Acceptance for Study and of the Sponsor Management System.</p> <p>Experience of understanding and interpreting UKVI regulations and guidance.</p>	Application form and interview
Aptitude and skills	<p>Ability to perform effectively under pressure, manage and prioritise a diverse workload, and respond to frequently changing priorities without constant supervision.</p> <p>An excellent working knowledge of Microsoft Office products e.g. Word, Excel and PowerPoint and the ability to use an electronic case recording system.</p> <p>Strong analytical and problem solving skills with the ability to apply skills and knowledge creatively in new contexts and to think beyond traditional solutions.</p> <p>A high standard of written and spoken English, with the ability to produce clear and concise written material, including writing, loading and updating web pages.</p> <p>A self-confident, enthusiastic and dependable approach with an ability to work collaboratively, as a member of a team, and on his/her own initiative.</p> <p>Excellent interpersonal skills, including the ability to communicate confidently and effectively with a broad range of people and clients from a wide variety of backgrounds. Tact, diplomacy, empathy and patience</p>	Interview

	Desirable	Method of assessment
Education and qualifications	<p>Relevant Immigration Qualification</p> <p>A language qualification other than English.</p>	Application form
Experience	<p>Knowledge of University systems (such as SITS) and of student portals.</p> <p>Experience of student record keeping and reporting duties in connection with Tier 4.</p> <p>Experience of working in, and specifically addressing the needs of a multi-cultural environment.</p> <p>Experience of work with asylum seekers.</p>	Application form and interview
Aptitude and skills	<p>A focus on personal development, with a willingness to undertake training to improve his/her skills base.</p>	Interview

How to apply

You can apply for this role online via our website www.aston.ac.uk/jobs. Applications should be submitted by 23.59pm on the advertised closing date. All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted. If you require a manual application form then please contact the Recruitment Team via recruitment@aston.ac.uk.

Contact Information

Enquiries about the vacancy:

Name: Christina Matthews
Job Title: Head of International Student Services
Tel: +44 (0)121 204 4789
Email: c.j.matthews@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@aston.ac.uk or 0121 204 4500.

Additional Information

Visit our website www.aston.ac.uk/hr for full details of our salary scales and benefits Aston University staff enjoy

Salary Scales: <http://www.aston.ac.uk/staff/hr/payroll-pensions-and-benefits/salary-scales/>

Benefits: <http://www.aston.ac.uk/staff/hr/payroll-pensions-and-benefits/>

Working in Birmingham: <http://www.aston.ac.uk/birmingham/city-living/>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK: Candidates who are not citizens of the United Kingdom, or another EEA member country, should check their eligibility to enter or remain the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements, including meeting the English language standards. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful

Equal Opportunities: Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form.

Data Protection Act 1998: Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name



Full details of our terms and conditions of service and associated policies and procedures are available online at www.aston.ac.uk/hr

