

Job Description

Position:	International Student Champion
Faculty/Service:	Student Experience Office
Reference:	SE-020/P
Grade:	£9.30 per hour
Status:	12 Months Fixed Term
Hours:	20 hours per Week
Reports to:	Director of Student Experience

- The Student Experience office designs, coordinates and implements a range of evidence-informed interventions to improve learning, teaching and the student experience, based around a framework and model of Early Intervention and Transitional Support (EI). The team champions a culture of continuous improvement in the support for and delivery of learning, teaching and the student experience and ensures that the systems and processes in place to support Schools and Faculties are sufficiently embedded, evaluated and monitored for their effectiveness.

Function of the International Student Champion

- The main aim of the International Student Champion,(ISC) will be to monitor systems necessary for international student support and will engage directly in such support, acting as an advisor for those students both pastorally (including sign posting to University of Bolton (UoB) Student Support Services) and academically (including facilitating access to LEAP Online, English support, and any UoB services that will enable the student to achieve and succeed). The ISC will work with the Student Experience Team to ensure International activities are aligned with the current Student Success Strategy.

Principal Duties and Responsibilities:

1. Act as the main contact point for all incoming and established International students studying at the University of Bolton.
2. Monitor appropriate management information systems, records and databases to support the work of the Student Experience Office.
3. Use of core University wide applications, including SITS, CELCAT and Student Hub, ensuring data accuracy.
4. Establish and operate, in conjunction with others, meet-and-greet activities, briefings and induction of international students.
5. Support the Core Operations Leads during individual school inductions to welcome, settle in, and reinforce Tier 4 requirements to ensure students are aware of the support provisions and emergency contacts during their time at the University.

6. Liaise with the International Admissions Officer in matters relating to mobility linked to international students, including family visits, graduation, and emergency travel.
7. Advise and mentor international students directly on both pastoral and academic issues; this includes working with the individual Programme Leads, Personal Tutors, and R&Rs.
8. Liaise internally with the staff of academic, professional, and support services to identify and address issues raised by international students.
9. Liaise with school R&Rs to support the retention and progression of international students.
10. Support Student Experience colleagues, as appropriate, in the operations of additional student and staff facing interventions, such as Student Support, Advice and Guidance, LEAP Ahead diagnostics, the LEAP Programme, Academic Tutoring, Student Learning Development, Student Surveys, Graded Teaching Observations, the STEP Programme and Peer Learning.
11. Liaise and work with the relevant academic staff and support services to ensure that international students receive appropriate services at all times. This extends to supporting students to access and complete their LEAP Online Diagnostics, use of LEAP features, and improve their academic writing skills.
12. Liaise, inform, advise and assist the International Office on all issues of English language provision.
13. Provide reports, data and relevant documentation in matters relating to International Student successes, matters of concern, and areas for the UoB to develop and improve upon.
14. Take on any other duties as required by the ISC line manager.
15. To treat everybody with whom you come into contact with dignity and respect, and to actively promote an inclusive attitude.
16. To participate and engage in staff development activity and continuous professional development.
17. To adhere to and promote confidentiality in line with corporate and statutory requirements.
18. To demonstrate excellent customer care in dealing with all customers as per the Customer Service Excellence Quality Standards.
19. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.

Notes:

All post holders are required to work flexibly and to work across the University as demand necessitates.

This is a description of the requirements of the post as it is presently constituted. It is the University's practice to periodically review job descriptions and if necessary to update them to incorporate changes and ensure that they accurately reflect the duties to be performed. The review process will be conducted jointly by the relevant manager in consultation with the post holder.

Person Specification

Position: International Student Champion		Ref: SE-020/P	
School/Service: Student Experience Office		Priority	
Criteria		(1/2)	Method of Assessment
1	Qualifications		
1 a)	Current student at the University of Bolton	1	CV/Documentation
2	Skills		
2 a)	Excellent communication and interpersonal skills	1	CV/Assessment
2 b)	Excellent team working skills and the ability to work flexibly as part of a team.	1	CV/Assessment
2 c)	Able to work on own initiative and problem solve.	1	CV/Assessment
2 d)	Able to organise and prioritise workload to meet own and service objectives and deadlines	1	CV/Assessment
2 e)	Able to act as the main contact point for all incoming and established International students studying at the University of Bolton.	1	CV/Assessment
3	Experience / Knowledge		
3 a)	Knowledge of the Student Experience Office.	1	CV/Assessment
3 b)	Understanding of the challenges International students face arriving, attending and leaving the university throughout the student life cycle.	1	CV/Assessment
3 c)	Experience of working in a customer-facing role	1	CV/Assessment
3 d)	Experience of using different social media channels	1	CV/Assessment
3 e)	Experience of seeking feedback	1	CV/Assessment
4	Personal Qualities		
4 a)	A polite and professional manner and excellent customer service skills	1	Assessment
4 b)	Efficient and well organised	1	CV/Assessment
4 c)	Sensitive to individual needs and cultural differences	1	Assessment
4 d)	Able to work unsupervised and exercise judgement and initiative	1	CV/Assessment
4 e)	Enthusiastic and committed to improve services for students	1	Assessment
5	Other		
5 a)	Willing to undertake additional training	1	Assessment

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5 b)	Commitment to the University's policy on equal opportunities and diversity	1	Assessment
5 c)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act and the Bribery Act, Prevent and commitment to the University's policy on equal opportunities and diversity	1	Assessment
5 d)	Awareness of the requirements of Health & Safety within the work environment	1	Assessment