

Job Description

Post:	International Support Officer
Responsible To:	Head of International
Summary of Post:	To co-ordinate international provision including; student support, accommodation, host families, international registration and administration requirements. To maintain external relationships with international stakeholders for current projects and grants.

Specific Duties

1. To oversee and co-ordinate international student support, accommodation, pastoral care and administration requirements.
2. Recruit, maintain, and match supportive host families to students, including completing DBS Checks where needed. Support all with the transition, including producing welcome packs upon arrival.
3. To be the main point of contact with host families to ensure quality of provision.
4. Process invoices and payments for transport, Homestay arrangements, student parents, trips, and any other necessary areas.
5. To support the long-term International Exchange Programme (Sweden) and additional international programmes as they develop.
6. To organise suitable transport arrangements including airport transfers, bus travel passes and enrichment trips.
7. To liaise with International's partners on students' welfare and support needs prior and during their stay.
8. To assume operational co-ordination for all training delivered to international students.
9. To contribute to the College's commitment to continuous improvement through the College's self-assessment process and development planning.
10. To manage and co-ordinate the monitoring, tracking and reporting process for international students.
11. To work effectively with international partners and be the point of contact for communication, review and evaluation of International Projects and contracts against agreed criteria.
12. To ensure that the College's international work complies with legislation and best practice, particularly regarding equal opportunities and inclusion.

13. To identify enrichment and cultural experiences for international groups.
14. Provide advice and guidance on visas, funding and English language support.

General Duties and Responsibilities:

15. To participate in the staff support & development scheme and to undertake training based on individual and service needs.
16. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
17. To comply with legislative requirements and Group policies and guidelines in respect to health & safety and data protection.
18. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
19. To undertake continuing professional development to support our culture of continuous improvement.
20. To partake in quality assurance systems.
21. To meet minimum relevant occupational standards.
22. To keep up to date with the skills required to fulfil the role.
23. To undertake any other duties commensurate with grade as may be reasonably requested.
24. To be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.

It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role

	EMPLOYEE SPECIFICATION	Application	Interview	Shortlisting Weighting
Skills				
1.	Ability to support the welfare and pastoral issues of international students	✓	✓	4
2.	Demonstrable planning and organisational skills and ability to meet deadlines	✓	✓	6
3.	Effective written and oral communication and listening skills	✓	✓	6
4.	To keep the core values at the heart of provision, focusing and prioritising on students.	✓	✓	6
5.	Ability to monitor, report and communicate findings accurately		✓	4
6.	Ability to maintain and build relationships with external companies, parents, agencies and customers		✓	4
7.	Ability to identify and organise enrichment events and cultural experiences for international students		✓	4
8.	Actively contribute to the College's Safeguarding and PREVENT practice, procedures, culture and ethos	✓	✓	6
Experience				
1.	Experience of different international cultures and their impact on business dealings	✓	✓	4
2.	Experience of assessing, screening and matching visiting International students to potential host families	✓	✓	4
3.	Experience with raising invoices and completing payments	✓		4
4.	Experience of supporting pastoral and welfare issues that may affect young people	✓	✓	4
Education				
1.	Maths Level 2 (e.g. equivalent to GCSE grade C/4 or above)	✓		4
2.	English Level 2 (e.g. equivalent to GCSE grade C/4 or above)	✓		4

Advice to candidates

This post is subject to an enhanced disclosure from the Disclosure and Barring Service.

In completing your application please draw attention to the extent to which you meet each of the criteria in the person specification marked as being assessed at application stage. Please use examples of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

- 6** Minimum/critical - criteria which is essential for the role i.e. it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences or qualifications.
- 4** Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.
- 2** Other relevant - It would be great if the candidate had, but is not expected to be shortlisted.

Failure to meet all of the minimum/critical criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.

Please be aware should we have a large number of applications for any of our roles we may complete the shortlisting of candidates based on the minimum/critical criteria only.