

International Student Coordinator

REQ211335

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

School/Department summary

Year round, the Academic Language Support Service provides a range of academic literacy, English language and study skills support for both home and international students from a diverse range of educational, linguistic and cultural backgrounds. The Academic Language Support Service runs a series of intensive English for Academic Purposes pre-sessional programmes for international students.

The Academic Language Support Service aims to help students achieve academic success and personal development by enabling them to:

- communicate effectively through clear and coherent articulation of their ideas;
- understand and critically engage with the ideas of others;
- understand academic expectations and audiences, and use appropriate academic language, adhering to academic conventions in the process; and
- realise their full potential at university and beyond.

Through a range of embedded and stand-alone courses, workshops and online support options, the Academic Language Support Service helps to equip students with skills, strategies, techniques, awareness and language to meet the demands of their academic programmes.

Job Description

Job Grade: Management and Specialist 6

Job Purpose

- To work proactively with relevant colleagues across the institution to enhance support for international student induction, transition, engagement and overall experience by identifying gaps in existing service provision, facilitating opportunities for information sharing and promoting opportunities for collaboration between teams.
- To lead on the development and delivery of the Pre-sessional Orientation, to manage the Student Support Team during the summer Pre-sessional Programmes, and to coordinate effectively with other services in order to ensure the provision of appropriate pastoral support for all pre-sessional students.

Job Duties

- Plan, develop, coordinate and deliver a complementary suite of extra-curricular activities and trips for pre-sessional students to support their adaptation to UK university life and facilitate meaningful opportunities for them to practise English outside the classroom.

- Lead on the annual recruitment and induction process for the Student Support Team, liaising with relevant colleagues as required.
- Provide line management for the Student Support Assistants for the duration of their contracts and be the primary point of contact outside of hours for any urgent situations which do not require a response from Security/the Emergency Services (e.g. student bereavements etc).
- Coordinate events, including pre-sessional student registrations and induction sessions, ensuring that all students, including those who choose to live off campus, are introduced to the range of support services and activities, and work closely with colleagues across the university to achieve this.
- Create and develop resources (for online and in person delivery) to include induction, orientation and general English language support. Coordinate, promote and deliver support.
- Work with the Pre-sessional Coordinator on pastoral issues concerning pre-sessional students and referring on to other specialist services as required.
- Work with relevant colleagues in London to ensure a joined-up communication strategy for London campus students attending the Loughborough based Pre-sessional Programmes and a seamless transition to London at the end of these programmes.
- Liaise with appropriate stakeholders where relevant, including: Student Services Administration teams, the Student Accommodation/Campus Services staff, Student Advice and Support Services and the International Office.
- Liaise with Security team, Student Accommodation Centre, community wardens, Leicestershire Police and Charnwood Borough Council to promote the safety and security of international students and their possessions.
- Establish and maintain an effective working relationship with relevant colleagues in Loughborough Students' Union in order to promote effective engagement with international students, with a particular focus on developing peer support and activities which promote the integration of international students.
- Ensure that all activities associated with the Pre-sessional Orientation adhere to relevant health and safety guidelines (e.g. risk assessments are carried out, safeguarding protocols are in place for dealing with under-18 students etc).
- Work with relevant colleagues to ensure compliance with the university's obligations as a Tier 4 sponsor.
- Manage collection and evaluation of feedback, using a variety of methods, lead on international student orientation experience review process and contribute to the Pre-sessional Programme review process. Undertake project work as required in order to support the continuous improvement of the international student experience.
- Devise an effective communications strategy for sharing key information and messages with international students.
- Manage expenditure for the Pre-sessional Orientation and against the international student support budget.
- To undertake any other duties as required, commensurate with the grade and nature of the post.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

A willingness to work flexible hours as required, particularly during the busy pre-sessional and induction periods, usually from June to October, when annual leave will be restricted. Some evening/weekend work may be required throughout the year.

During peak pre-sessional and induction periods, the postholder will be required to work from the Loughborough campus. Some remote working may be possible at other times of the year.

Organisational Responsibility

Reports to the Academic Language Support Service Manager.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Significant experience of providing support for international students, preferably within an educational context.	1, 3
	Significant experience of planning, coordinating and delivering events and/or projects within an educational context.	1, 2, 3
	Experience of line management or coordinating a team.	1, 2, 3
	Experience of teaching English to speakers of other languages.	1, 2, 3
Skills and abilities	Strong interpersonal skills, including the ability to communicate effectively and professionally with a variety of stakeholders and with people from a variety of backgrounds.	1, 2, 3
	Ability to work as part of a team, and to lead and coordinate others where appropriate.	1, 2, 3
	Ability to work on own initiative without close supervision while recognising when issues may need to be escalated.	1, 2, 3
	Strong planning, organisational and project management skills.	1, 2
	Excellent administrative capability and effective time management skills, including the ability to juggle multiple competing priorities.	1, 2
	Ability to analyse and interpret data, and to make evidence-based recommendations for improvement.	1, 2
	Ability to exercise initiative and judgment when dealing with unexpected situations.	1, 3
	Excellent attention to detail.	1, 2, 3
	High level of intercultural awareness.	1, 2, 3
	Excellent presentation and facilitation skills.	1, 2, 3
	Excellent IT skills.	1, 2
Training	Willingness to undertake training as required.	1
Qualifications	An undergraduate degree.	1
	CELTA or PGCE Secondary English or equivalent (e.g. recognised English language teaching qualification with an assessed practical element).	1
Other	A commitment to the University's Equal Opportunities policies.	1
	A willingness to undertake professional development as appropriate and to adopt new procedures as and when required.	1
	A willingness to work flexibly and to work from the Loughborough campus.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of having lived and studied and/or worked overseas.	1
	Experience of recruitment & selection.	1
	Experience of developing online and in person resources.	1
	Experience of teaching English or English for Academic Purposes within a HE context.`	1
	Experience of delivering training online.	1
	Experience of gathering and analysing feedback and / or other data and using this to inform continuous improvement.	1
	Experience of carrying out risk assessments.	1
	Experience of producing complex schedules/rotas.	1
Skills and abilities	Knowledge of relevant legislation (e.g. Tier 4 immigration, Health & Safety regulations etc)	1

Conditions of Service

The position is FULL TIME and OPEN ENDED. Salary will be on Management and Specialist Grade 6, **£31,406 - £40,927** at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Grade 6 and above staff, details of which can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Applications

The closing date for receipt of applications is **4 January 2022**

Interviews are due to take place on **19 January 2022**.

Interviews will take place in person on the Loughborough University Campus.