

International Student Experience Coordinator

Job Ref: REQ250184

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

About Student Services

Student Services encompasses a wide range of the support and skills development opportunities available for students and graduates at Loughborough. This includes International Student Experience, Student Success, Careers Advice, Student and Graduate Enterprise, Wellbeing Support, Student Advice and Guidance, the Wardens Service and Security. In total the department employs around 180 staff. Student Services is at the heart of enabling the University's strategic ambition to provide all students with a life-shaping student experience and is engaged with almost all areas of academic and campus activity in support of this goal.

About International Student Experience

Year round, the International Student Experience Team provides a range of activities for international students to support their successful transition to life in the UK, integrate with the wider student body and enhance their overall experience.

Key activity periods include student inductions, vacation programmes for those staying on campus over the holidays, as well as a range of regular activities and events during term time. During the summer, International Student Experience Team works closely with the Academic Language Support Service to assist their Pre-sessional Programmes. We deliver pastoral support and orientation activities for students studying on these programmes.

More widely, the International Student Experience Team works with academic Schools and professional services across the University to ensure that our international students have an outstanding student experience.

Job Description

Job Grade: Management and Specialist, Grade 6

Job Purpose

- To ensure international students receive a positive and supportive 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. This includes: to ensure the provision of appropriate pastoral support for all pre-sessional students; to manage the Student Support Team during the summer Pre-sessional Programmes; and to coordinate effectively with other services.

Job Duties

- Coordinate and deliver an innovative programme of in person events across the University, ensuring all international students are supported in their induction, transition and engagement to enhance their overall experience, and to work closely with colleagues across the university to achieve this.
- To work with the wider International Student Experience team to identify gaps in existing international student support and plan appropriate communications to ensure international students are fully aware of the range of support services and activities.
- In conjunction with the International Student Experience Manager identify and develop key projects which clearly support the University's strategy in creating a sector leading international student experience.
- Create a warm, approachable and supportive atmosphere for international students.
- Create and develop resources (for online and in person delivery) to include induction, orientation. Coordinate, promote and deliver support.
- 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 conversational English outside the classroom.
- Work with the International Student Experience Manager to deliver the annual recruitment and induction process for the Pre-sessional Student Support Team, liaising with relevant colleagues as required.
- Provide line management for the International Student Experience Officer. During the Pre-sessional Programmes line manage the Student Support Assistants for the duration of their contracts. During this period support the International Student Experience Manager as a key point of contact for outside of hours for any urgent situations which do not require a response from Security/the Emergency Services (e.g. student bereavements etc).
- Provide appropriate pastoral support to pre-sessional students and liaise with the Academic Language Support Service Pre-sessional Coordinator and 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.

- Manage expenditure for the Pre-sessional Orientation and against the international student experience budget.
- Liaise with appropriate stakeholders where relevant, including: Student Services Administration teams, the Student Accommodation/Campus Services staff, Student Advice and Support Services, Academic Language Support Service, Student Life, LU Arts, Loughborough Sport and the Global Engagement Team.
- 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.
- Support the International Student Experience Manager to 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.
- Work with the Student Life Team to support Hall Committee Affiliate/Alumni International and Returner Representatives (AIR Reps), ensuring they receive effective training and support throughout their term of office.
- Ensure that all activities 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 International Student Experience and Pre-sessional Programmes' review processes. Undertake project work as required in order to support the continuous improvement of the international student experience.
- To support the International Student Experience Manager to compile timely and detailed updates on the impact of the team's work and progress against KPIs.
- 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.

Some out of hours work (closure periods, evening, and weekends) will be required.

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/closure day work may be required throughout the year.

During peak pre-sessional and induction periods, the postholder will be required to work full time from the Loughborough campus. Some dynamic (hybrid) working may be possible in line with University policies and operational needs.

Organisational Responsibility

Reports to the International Student Experience 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 (including set up and take down of events).	1, 2, 3
	Experience of line management or coordinating a team.	1, 3
Skills and abilities	Excellent understanding of and ability to empathise with the needs and challenges international students face Has a high level of intercultural awareness.	1, 2, 3
	Ability to demonstrate an understanding of the challenges of studying in a second language.	1, 2
	Excellent and engaging presentation and facilitation skills including experience of developing and delivering online and in person resources and training.	1, 2, 3
	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, 3
	Ability to work on own initiative without close supervision while recognising when issues may need to be escalated.	1, 3
	Strong planning, organisational and project management skills.	1, 3
	Excellent administrative capability and effective time management skills, including the ability to juggle multiple competing priorities.	1, 3
	Ability to analyse and interpret data, and to make evidence-based recommendations for improvement.	1,
	Ability to exercise initiative and judgment when dealing with unexpected situations.	1, 3
	Excellent attention to detail.	1, 2,

	Excellent IT skills.	1, 2
Qualifications	An undergraduate degree.	1
Other	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.	1
	A willingness to undertake professional development as appropriate and to adopt new procedures as and when required.	1
	A willingness to work flexibly, including during the Christmas and Easter vacation periods, 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 carrying out risk assessments.	1
Skills and abilities	Knowledge of relevant legislation (e.g. Tier 4 immigration, Health & Safety regulations etc)	1
	Knowledge of key processes that students need to undertake when moving to a new country e.g. registering for the doctors, opening a bank account	1

Conditions of Service

The position is FULL TIME and OPEN ENDED. Salary will be on Management and Specialist Grade 6, **£35,116- £45,413** 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/>