

## International Student Experience Officer

REQ250397

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### 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: AD5**

#### Job Purpose

To provide innovative and creative project support for a programme designed to significantly contribute to an enhanced international student experience and ensures these students are supported in their induction, transition and throughout their time at the University.

#### Job Duties

- To support a rolling programme of projects, designed to positively impact on international students' experience and their transition to and ongoing life in the UK. This includes the annual Heathrow Pick-Up Service.
- To support, deliver and market an innovative programme of support for international students to include information, welcome and induction activities, events, trips, advice, workshops, and training

opportunities.

- To collaborate with the wider service, taking a collaborative approach to ensure the delivery of a sector leading events programme which maximises opportunities for international students.
- To undertake regular and consistent research into international student expectations and needs to inform the development of a sector leading international student experience.
- To work closely with colleagues in the Loughborough Students' Union (LSU), and professional services across the University in order to maximise project outputs and enhance the student experience for international students.
- To support colleagues in the International Student Experience team in order to develop innovative resources, events and interventions designed to enhance the experience of international students.
- To support the International Student Experience Coordinator to deliver the annual Pre-sessional Orientation, working closely with the Academic Language Support Service.

- To support colleagues across the wider Student Life Team and other teams within Student Services to ensure efficient communication and support to international students.
- To undertake any other training, duties, or tasks commensurate with the nature and grade of the post when required by the designated line manager or senior management.

### **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 (Christmas/Easter) 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 Coordinator

## Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. 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	Experience of working within a project-based environment with a strong outcome focus.	1,3
	Experience in the design and delivery of effective and innovative workshops and events, both face to face and online. (including set up and take down of events)	1,3
	Experience of working with a wide range of internal and external stakeholders.	1,3
Skills and abilities	Good level of interpersonal, communication, negotiating and team-working skills.	1,2,3
	Ability to understand the experiences, challenges and needs of international students	1,3
	Ability to work with autonomy and as an active team member to prioritise objectives and meet deadlines.	1,3
	Ability to provide tailored and effective advice and support to students.	1,3
	Resilient character with a focus on continuous improvement and the ability to accept and deliver appropriate challenge from colleagues and senior managers.	1,2,3
	Ability to adapt quickly to strategic changes/challenges and encourage others to do so too.	1,3
	Ability to work collaboratively with internal and external stakeholders and develop strong relationships.	1,3
	Ability to think creatively in finding solutions to challenging problems.	1,2,3
	A detailed understanding of both the needs of students (current and future) and employers and the challenges posed in meeting these needs.	1,2,3
Training	Commitment to the development of self and others and a willingness to actively participate in a programme of continuing professional development.	1,3
Qualifications	Good educational background, educated to A level or equivalent.	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 work flexibly, including during the Christmas and Easter vacation periods, and to work from the Loughborough campus	

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of supporting international students	1
	Experience of working in a HE setting.	1,3
Qualifications	A degree level qualification.	1

## Conditions of Service

The position is FULL TIME and OPEN ENDED. Salary will be on Administrative Services Grade 5, (£29,179 - £34,132 per annum), 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 Grades 1-5 staff, details of 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](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/>