

**Description and Person Specification**  
**Professional Services Staff**

**Job title: International Student Support Manager**

**Department: Student Services**

**Pay Band: Band D**

**Line Manager:** Head of Student Services

**Role Purpose:**

Our International Student Support Manager offers support to international students with complex wellbeing and potential safeguarding needs, ensuring both academic success, helping students navigate life-changing events.

Oversee and manage the delivery of support by the International Student Support Officers and are responsible for their line management.

From the first application to the University, through enrolment and welcome events to ongoing support and finally through to the transition in industry and employment the Manager and their team works with students, their families and, academic staff to ensure the best possible outcome.

They will offer the key pastoral relationship with international students, including highlighting safeguarding concerns and managing access to counselling services, often promoting innovative and bespoke solutions to student need and access to external organisations.

Overall responsible for the creation of wellbeing events, supporting relevant societies and campaigns to promote the good mental health and physical wellbeing of all our students.

**Duties and Responsibilities:**

- Lead and supervise the international student support team who provide advice, guidance, and case management support to international students.
- Be responsible for the strategic planning, review and development of all services provided by the international support team. Propose changes to enhance service provision.
- Keep up to date with changes and developments in recent legislation, practices and procedures and participate in training and wider dissemination activity.
- Take responsibility for the international support budget and manage the resources of the service.

- Develop and maintain applicable files and records and prepare necessary reports for audit and validation purposes.
- Communicate and continuously update pre-arrival and post arrival information, liaising with the International Team and UKVI compliance department.
- Manage and develop a series of induction events, social gatherings and international fairs to promote good mental health, welcome students to the UK and promote physical wellbeing to students
- Ensure relevant visa information is communicated efficiently, working closely with the UKVI compliance department.
- Create and implement unique support plans for individual students with a focus on interventions that make significant impacts on student engagement and success.
- Ensure the International Student Support Officers are trained and prepared to deliver the highest possible support to our international student cohort.
- Offer safeguarding support to students and the University as a trained member of the safeguarding team and hold the risk and crisis responses necessary for this role.
- Build relationships with external support groups, charities and other relevant health and wellbeing companies with a focus on creating a directory of services international students can be referred to.
- Organise and lead student pastoral meetings, including those that also reach out to include relevant academic staff and guardians or parents of the student. The Manager will be expected to lead the meeting and ensure a supportive and positive environment to discuss any issues with a focus on clearly defined next steps.
- Oversee and support students through the Reasonable Adjustment process for extended health needs, neurodiversity and disability support. This involves creating innovative and effective solutions to long-term need with considerate discussion with students, academics and other stakeholders whilst recognising visa and other legal limitations.
- Lead on initial support of students during crisis points, including students who are facing bereavement, abuse, homelessness and removal from courses. Provide a confident and empathic listening ear and hold the oversight of ongoing wellbeing support.
- Develop and implement support plans for international students with wellbeing and health needs, including a clear timetable of check-in and ongoing support meetings that reflects the student's needs.
- Source training and continue ongoing personal development around wellbeing, mental and physical health needs of all students.
- Create and maintain reports assessing international student support for relevant committees, auditors and regulators. Oversee the reports and respond to changing

requirements from fellow staff and stakeholders.

- Support Student Service's presence at events that may occur outside of normal working hours including open days, offer holder events, induction drop-ins and online recruitment activity.

**Other**

- Demonstrate an understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- Work within Ravensbourne's Code of Conduct and other Rules.
- Comply with all legislative, regulatory and policy requirements (e.g., Finance, People & Culture) as appropriate.
- Carry out the policies, procedures, and practices of Health & Safety in all aspects of the role.
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work and show commitment through everyday practice in the role.

**Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):**

**Head of Student Services**

**Deputy Head of Student Services**

**International Student Support Officers**

**Head of Student Services**

**Deputy Head of Student Services**

**Health and Wellbeing Coordinator**

**Disability Coordinator**

**Study Skills Tutors**

**Student Services Coordinator**

**Finance Support and Accommodation Coordinator**

**UKVI Compliance Teams**

**Academic Teams**

**Resources Managed**

Budgets: International support budget (HOSS final approval)

Staff: International Student Support Officers

Other: (e.g. equipment; space)

**Person Specification**

<b><u>Knowledge and Experience</u></b>	<b>Essential</b>	<b>Desirable</b>
<b>Education</b>  Educated to degree level or equivalent  Relevant education or experience around UKVI compliance		  X  X
<b>Professional qualifications/experience</b>  <b>International support experience</b> Has experience supporting international students, visa workers, asylum seekers or international workers in order to understand the unique challenges they may face	  X	
<b>Higher Education knowledge</b>  <b>International Student Framework Understanding</b> A clear understanding of the student visa process and the potential issues that international students may face when studying abroad.	  X	
<b>Safeguarding and support</b> Experience dealing with safeguarding and support issues for students or young people.		  X

<b><u>Core Personal skills abilities and behaviours</u></b>	<b>Essential</b>	<b>Desirable</b>
<b>Management and leadership</b>  <b>Line Management Experience</b> Understanding of best practice around line management and experience of supporting and developing customer facing teams.  <b>Team working</b> Works collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved.	    X	  X

<p><b>Problem solving and decision making</b> Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation</p>	X	
<p><b>Equality, Diversity &amp; Inclusion</b></p> <p><b>Inclusive approach</b> Values and supports our whole student population and champions the place of international students within Ravensbourne.</p> <p>Promotes and supports inclusion and equality within all aspects of their work at Ravensbourne</p>	X  X	
<p><b>Communication</b></p> <p><b>Addressing language barriers</b> Ability to communicate with students who may struggle with English</p> <p><b>Customer focus and service</b> Understands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them.</p>		X

**This Job Description may be reviewed, and duties amended aligned with Ravensbourne’s requirements, any changes will be made in collaboration with the postholder.**

**Our Values**

**Connection:** We value what happens together and we collaborate to achieve our collective goals.

**Dynamism:** We embrace every opportunity to adapt and optimise.

**Inclusion:** We celebrate our diversity, and we embrace difference as a source of strength.

**Professionalism:** We aim for quality in everything we do and take pride in our work.

