

Description and Person Specification
Professional Services Staff

Job title: International Student Support Officer

Department: Student Services

Pay Band: Grade 2

Line Manager: International Student Support Manager

Role Purpose:

Our International Student Support Officers offer support to international students with complex health and wellbeing and possible safeguarding needs, ensuring both academic success and better navigation of life-changing events.

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 officers work with students, their families and academic staff.

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

The officers are also 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:

- Create and implement unique support plans for individual students with a focus on interventions that make significant impacts on student engagement and success.
- Build relationships with external support groups including statutory support, charities and other relevant health and wellbeing companies with a focus on creating a responsive directory of services international students can be referred to.
- Organise and lead student pastoral meetings, including those that reach out to and include relevant academic staff and guardians or parents of the student. The Coordinator 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.
- Support and deliver a series of highly attended induction events, social gatherings and international fairs to promote good mental health, welcome students to the UK and promote physical wellbeing to students and staff, across our varied academic intake

points.

- 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.
- Support the delivery of inclusive teaching environments with Ravensbourne including through the creation and presentation of workshops with academic groups where teaching teams have identified significant wellbeing, emotional and development needs.
- 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.
- Attend training and continue ongoing personal development around wellbeing, mental and physical health needs of students.
- Support the development of student and Student Union led initiatives around wellbeing and health awareness in addition to ensure stakeholder engagement with Student Services owned activities.
- Support Student Services 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):

International Student Support Manager
Head of Student Services
Deputy Head of Student Services
Health and Wellbeing Coordinator
Disability Coordinator
Student Services Coordinator
Finance Support and Accommodation Coordinator
Counsellors
UKVI Compliance Team
International Academic Teams

Resources Managed

Budgets: Not applicable

Staff: Not Applicable

Other: (e.g. equipment; space)

Person Specification

<u>Knowledge and Experience</u>	Essential	Desirable
Education Educated to degree level or equivalent		X
Professional qualifications/experience International support experience Has experience supporting international students, visa workers, asylum seekers or international workers in order to understand the unique challenges they may face		X

Higher Education knowledge International Student Framework Understanding A clear understanding of the student visa process and the potential issues that international students may face when studying abroad.		X
Problem solving and decision making 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		X

<u>Core Personal skills abilities and behaviours</u>	Essential	Desirable
Team working 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	
Equality, Diversity & Inclusion Inclusive approach Values and supports our whole student population and champions the place of international students within Ravensbourne. Promotes and supports inclusion and equality within all aspects of their work at Ravensbourne	X X	
Communication Addressing language barriers Ability to communicate with students who may struggle with English Customer focus and service Understands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to identify all	X	X

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.		
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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.

