**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>International Student Support Assistant</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student Advisory and Wellbeing Services</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
</tr>
<tr>
<td>Grade:</td>
<td>5</td>
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<tr>
<td>Accountable to:</td>
<td>Head of International Support and Inclusivity</td>
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<tr>
<td>Accountable for:</td>
<td>N/A</td>
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**Purpose of the Post**

To provide administrative support to the International Student Support Team and also act as a first point of contact for all our international students.

This role requires an understanding and an ability to deal sensitively with the wide range of issues faced by international students. The role contributes to the effective support of the College’s international students.

**Key Tasks**

- Work under supervision on the batch scheme visa application service liaising with the UKVI
- Assist with arrangements for the home stay HOST programme for international students
- Assist with organisation of international students events including meet and greet and orientation programmes throughout the year
- Arrange for Surrey Police to register all eligible students and issue Police registration certificates
- Processing of correspondence and reports as directed
- Maintaining appropriate files and databases, including all tier 4 visa applications
- Process payments for the International Student Support Office
- Book rooms as required for student events
- Order and update booklets, leaflets as required
- Setting appointments and arranging meetings as directed
Complete all administrative tasks relating to the above and in the day to day functions of the office.

### Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

### Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

- Royal Holloway students and staff
- UKVI
- UKCISA
- Surrey Police
- Student Advisory and Wellbeing Services, Student Union, Student Administration and Academic Departments