**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>International Adviser</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>Wellbeing Department, Student &amp; Academic Services</td>
</tr>
<tr>
<td>Job type</td>
<td>Full Time, Permanent</td>
</tr>
<tr>
<td>Grade:</td>
<td>RHUL 6</td>
</tr>
<tr>
<td>Accountable to:</td>
<td>Head of International &amp; Money Advice</td>
</tr>
</tbody>
</table>

**Purpose of the Post**

The Student & Academic Services directorate consists of a broad range of student services contributing to the health, wellbeing, personal journey and experience of students at Royal Holloway. Within this directorate the Wellbeing department leads on the provision of high-quality wellbeing support and advice to ensure students have positive experiences throughout their journey.

Our Wellbeing International Advisers provide specialist impartial, advice and support to international students on a wide range of immigration and life in the UK questions. The post holder will also work collaboratively and supportively with colleagues across the Wellbeing department and wider University to deliver events throughout the year that ensure an excellent student experience and foster a sense of belonging for our international cohorts.

**Key Tasks**

**International advice and guidance**

1. Provide a professional and confidential service, dealing with enquiries from students and offering immigration and other advice within the limitations of your training, ensuring that all student casework is appropriately recorded on university systems

2. Provide high quality immigration advice and guidance to students and their dependants, in accordance with the immigration rules and standards of the Office of the Immigration Services Commissioner (OISC) and the UK Council for International Student Affairs (UKCISA) code of ethics

3. Act as a first point of contact for international student queries, answering questions where possible or triaging onto the relevant support services in the Wellbeing department and wider University

4. Participate in dedicated face to face and video appointments for international students and applicants with immigration and life in the UK questions

5. Assist students in making visa applications, correcting errors on BRPs and the replacement of lost/stolen documents

6. Work closely with colleagues from The Centre for the Development of Academic Skills (CeDAS) as well in assisting Study Group (ISC) to ensure students studying pre-sessional
English language and foundations courses can apply for the necessary immigration permission to begin full-time programmes at Royal Holloway

7. Work collaboratively and share best practice with staff in the Student Administration and Admissions teams to ensure continued compliance with our responsibilities as a Student Visa license holder while ensuring that providing an excellent student experience remains at the heart of all decision making.

8. Ensure web pages and the 'International Student Support Guide' via the RHUL app are kept up to date and accurate with key information for all aspects of the international student journey.

9. When requested by the Head of International & Money Advice, undertake other duties within the scope of the post where specialist international advice is required to champion the international student experience.

Outreach and Proactive engagement

10. Contribute to the development and production of student communications and business processes, including devising and delivering presentations, workshops and webinars that ensure proactive engagement with international students throughout their student journey.

11. Support transition to university for students from overseas by working with the International Recruitment team on pre-arrival tasks as well as organising and running the ‘New to the UK’ programme, airport pick-ups and a variety of other events to ensure international students feel welcomed and supported when they arrive in the UK.

12. Work with stakeholders across the University including Student Engagement, Hall Life and the Students’ Union to plan and deliver a programme of activities throughout the year to encourage integration between international and home students.

Development and Implementation

13. Identify and report on emerging trends and needs in the above areas to the Head of International & Money Advice to inform and develop strategies that ensure the delivery of sector-leading, proactive support.

14. Undertake project work as required by the Line Manager to assist with the development of future strategy, education and awareness campaigns.

General

15. Under the direction of the Line Manager and Head of Department work to promote the advice and wellbeing services to all students and contribute to the activities of Wellbeing department and Student & Academic Services in support of the department / directorate aims and outreach activities.

Other Duties

16. 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 assist in any other work within the Wellbeing department or other duties as may be reasonably required by the line manager or HoD that are commensurate with the grade.

17. 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:

- Staff in the Wellbeing department
- Staff in Student & Academic Services
- Staff in Admissions and Recruitment roles
- Academic and administrative staff in the College
- Students’ Union
- External contacts e.g., UKVI, UKCISA, AISA