

Job Description

Job title	Student Advisor (Immigration)
School / department	Student Services
Grade	5
Line manager	Senior Student Advisor (Immigration)

Main purpose of the job

This is a key role within the Student Services Department to support the Student Advice and Immigration team, and work with colleagues across the university to deliver student-centred advice and guidance to both students and staff on a range of immigration and international student issues.

The post holder will undertake casework and provide support and guidance to students and staff in respect of a range of practical advice issues concerning student immigration and fee status regulations. The post holder is expected to contribute to the provision of a professional and specialist advice and guidance service to all students, to encourage their academic progress and student retention.

The role requires detailed and up-to-date knowledge of:

- International student issues e.g. UK immigration law, UKVI Student visa and EU Settlement Scheme regulations, submission of Student visa applications from inside and outside the UK, healthcare and NHS entitlements and immigration options for students during and after their studies.
- Fee status regulations at both FE and HE

This appointment requires a flexible approach to working hours as occasional weekend and evening cover is required, mainly for open days. Advisors will be based primarily at the St Mary's Road campus in Ealing, but regular cover will be required on our campus in Brentford, weekly / monthly on a rota basis with other advisors. Support of occasional open day and enrolment activities at our Reading campus may also be required.

Key areas of responsibility

- Provide a professional, specialist and confidential advice service to students, advising on a range of topics including: fee status and UKVI Student visa and EU Settlement Scheme regulations. This service is to be provided for students in both further and higher education, and also to potential students interested in applying to the University of West London.
- Undertake specialist advocacy work on behalf of individual students, making representations where appropriate to external stakeholders such as UKVI.
- Undertake and deliver an effective and appropriate advisory service to students on international and immigration related matters
- Advise international students about practical implications that may affect their visa, right to study in the UK and other concerns as a result of interrupting their study, repeat study, course transfers and withdrawals.
- Participate in recruitment and enrolment-related events and assist with other activities which underpin the student lifecycle from induction to graduation, as required.

- Use effective spoken and written communication skills to deal efficiently, effectively and tactfully with people at all levels.
- Help maintain an effective information service by developing and producing electronic guides and resources, written reports, training and other materials for use by students and colleagues.
- Assist the Senior Student Advisor (Immigration) and the Head of Student Advice and Immigration in providing staff development training on topics connected to student support e.g. fee status assessment, student immigration.
- Devise and deliver presentations and workshops for both current and prospective students on a range of practical, welfare and immigration-related issues.
- Undertake duties at all times with due regard to the university's Equal Opportunities Policy and Equality and Diversity Policy
- Be aware of and comply with the General Data Protection Regulation (GDPR) and Freedom of Information Act at all times.
- Adhere to all of the university's procedures and policies.
- Any other duties assigned by the Head of Student Advice and Immigration, and the Director of Student Services, to ensure the efficient and effective operation of Student Services.
- In addition to the above areas of responsibility, the post-holder may be required to undertake any other reasonable duties relating to the broad scope of the position.

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	<p>Graduate level qualifications or equivalent.</p> <p>Evidence of training and continuous professional development from a recognised advice sector provider e.g. UKCISA.</p>	Office of the Immigration Services Commissioner (OISC) professional development programmes
Knowledge and experience	<p>Knowledge of immigration legislation and of current UKVI requirements for Student visa holders and their dependants, as well as for EU/EEA/Swiss nationals pre- and post-Brexit.</p> <p>Knowledge of legislation and regulations relating to international students' tuition fees and financial matters.</p> <p>Experience of undertaking specialist advocacy and representation work on behalf of individual clients, e.g. Student visa applications, Administrative Reviews and corrections of leave.</p> <p>Experience of working within a higher education environment.</p> <p>Experience of planning and prioritising a number of complex operational activities in a changing environment and frequently under pressure.</p>	Knowledge of a range of student welfare issues including hardship funds offered by external trusts and charities for international students, and other pastoral initiatives to support international students' integration into the diverse UWL community.
Specific skills to the job	Well-developed client interview and caseworking skills and the ability to maintain boundaries and professional ethics within a confidential setting, including keeping thorough, accurate and up to date client case notes in compliance with confidentiality policies, professional standards and GDPR.	Proven ability to devise and present high quality training sessions to colleagues and other staff

<p>General skills</p>	<p>Excellent written and verbal communication, including the ability to devise and deliver high quality presentations and workshops.</p> <p>Computer literate with windows based products as communication and management tools, e.g. Microsoft Word, Excel and PowerPoint.</p> <p>Ability to work under pressure and meet tight deadlines.</p> <p>Ability to show attention to detail and produce work and documentation of high quality.</p>	
<p>Other</p>	<p>Excellent interpersonal, communication, advocacy and customer service skills</p> <p>Ability to respect a high level of confidentiality at all times.</p> <p>Self motivated, with a flexible approach to work and working hours across all sites.</p> <p>Resilience and the ability to perform consistently well under pressure in an environment where the pace of work is demanding</p> <p>Proven ability to use initiative and work independently</p> <p>Ability to work collaboratively.</p>	
<p>Disclosure and Barring Scheme</p>	<p>This post requires an enhanced DBS check</p>	

Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.