

Job Description & Person Specification

Post Title:	University First Student Support Coach	Department:	International Operations
Location:	All sites	Contract type:	Permanent (Term Time Only)
Hours per week:	18.5	Weeks per year:	38
Scale:	2, Pt 11-13	Salary:	£6,525 – 6,953 per annum
Reports to:	Visa Compliance Officer - Jenya Demchenko		

Job Description

1.	Department Overview
	<p>International operations provide advice, support and guidance to all international students studying at The College. A major part of our work is recruiting international students in order to meet the college’s international income target. The department recruits individual students for English language, fulltime programmes and discreet groups for short study programmes.</p>
2.	Purpose of the Role
	<p>The post holder will support the University First students studying at The College, ensuring they are compliant with UKVI visa’s requirements, attend regularly, maintain academic advancement and progress to UK universities.</p>
3.	Key Accountabilities & Duties
	<ul style="list-style-type: none"> ○ Monitor the University First student attendance, keeping up to date accurate records and ensuring all parties are fully informed. ○ Liaise closely with course tutors, OriginSight and parents with regard to students’ progress and personal development, work with individual tutors and students in helping resolve issues and concerns, keeping Curriculum areas and Learning Managers fully informed ○ Positively encourage University First students to attend college regularly and become effective learners. ○ Identify and work with University First students who show signs of poor attendance and/or are identified as being ‘at risk’, with the aim of encouraging them to improve and be successful. ○ Collate and provide termly reports for all University First students to OriginSight. ○ Be in regular contact with all University First students giving personal and study support where required ○ Assist the University First student with their progression on to UK Universities

- Contribute to and support international activities and trips
- Promote enrichment activities and encourage participate in College wide activities
- Implement the College Student Disciplinary Policy where appropriate
- Inform the Director of International of any student is at risk of not being fully compliant with UKVI tier 4 visa requirements.
- Support the general day to day running of the International office
- To man the out of hours emergency phone as required via a rota (you will not have the phone when on Annual Leave) and to raise any safeguarding or welfare concerns appropriately with relevant safeguarding staff/authorities specifically with regard to students within residential provision.

Other Duties:

General

The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. The post holder must comply with the following general duties:

- Carry out such other duties as may be reasonably requested by the line manager, or any senior manager.
- Comply with the College Health and Safety Policy and all relevant Health and Safety requirements relating to overseas travel.
- Share in the College's commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults and carry out risk assessments as necessary.
- Participate actively in the college's appraisal scheme, agreeing objectives, attending reviews and undertaking Staff Development as required.
- The post-holder will maintain the highest standards of confidentiality at all times and will work to promote and support the College's Equal Opportunities Policy and the culture of its partner organisation.
- Attend staff development events as appropriate
- General administration relevant to the role

4.	Equal Opportunities
	<p>The College will seek to ensure that all existing and potential employees and students are given equal opportunities for employment and education. It is committed to the elimination of unlawful or unfair discrimination on the grounds of sex, age, marital status, colour, race, nationality or other ethnic or national origin, disability, sexuality, trade union membership or activity and religious background. The College will seek to ensure that no applicant for employment or education is disadvantaged by conditions or requirements which cannot be justified. The College aims to provide an open welcoming and safe environment for all its students, employees and visitors.</p>
5.	Safeguarding
	<p>The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.</p> <p>The successful applicant will be required to undertake appropriate safeguarding checks as well as providing proof of right to work in the UK.</p>

6.	Further Information
	<p>This Job Description and Person Specification are current as at September 2017. In consultation with you it is liable to variation to reflect changes in the job. If you have any queries relating to your Job Description and/or Person Specification, please consult your Line Manager directly.</p> <p>A copy of this Job Description and Person Specification is held with the Human Resources department.</p>

Person Specification

Criteria	Essential	Desirable
Knowledge		<ul style="list-style-type: none"> • Knowledge of Further Education • Knowledge of Chinese culture
Experience	<ul style="list-style-type: none"> • Recent experience of working with and supporting young people • Experience of working in an office environment 	<ul style="list-style-type: none"> • Experience of working in further education • Experience of supporting young people in education • Experience of working with International students
Skills & Abilities	<ul style="list-style-type: none"> • Good interpersonal skills. • Ability to communicate effectively with a range of learners both on an individual basis and in group settings • High level of customer care. • Ability to maintain records. • Professional telephone manner. • Competent use of Microsoft Word and Excel. 	<ul style="list-style-type: none"> • Ability to speak a second language
Personal Attributes	<ul style="list-style-type: none"> • Friendly and reliable. • Ability to work alone and on own initiative and as part of a team • Enthusiastic about working with young people, pro-active, organised, a skilled communicator and a motivator. 	
Qualifications	<ul style="list-style-type: none"> • Qualification to level 2 standard. • Educated to at least GCSE level or equivalent. 	<ul style="list-style-type: none"> • Appropriate secretarial or IT qualification
Other Requirements	<ul style="list-style-type: none"> • The ability to work evenings and some weekends to cover home visits/open evenings. • Access to own vehicle and valid clean driving licence 	<ul style="list-style-type: none"> • Understanding of Safeguarding requirements