

JOB DESCRIPTION

JOB TITLE:	International Support Officer
REPORTS TO:	ESOL/EAL Liaison Co-ordinator
SALARY:	Support Staff salary scale point 12
HOURS:	30 hours per week, term time plus 4 weeks.
WORK PATTERN:	Monday – Friday

Purpose

The International Support Officer has the role of ensuring that international students have suitable accommodation and settle into their host family. The post holder is also responsible for ensuring the recruitment of host families and making them compliant with the regulations associated with home stay accommodation. Additionally, the role involves ensuring the college meets the requirements of the student visas and takes the lead in the OFSTED care standards inspection.

Key Responsibilities

Welfare and Pastoral Care

- To take the lead for the quality of all aspects the welfare and pastoral care of International students and to promote best practice.
- Recruit, monitor and organise international student accommodation in both host families (and occasionally private rented accommodation) including:-
 - maintaining the host family database
 - annual visits to all host families
 - act as point of contact for all host families
 - conduct student pastoral interviews
- To ensure with the delivery of safeguarding and First Aid training to new host families and update all hosts when major changes occur.
- Prepare for and act as lead in the Ofsted Care standards inspection
- Ensure compliance with the Ofsted Care Standards Inspection process in relation to international student accommodation.
- To advise the Assistant Principal and the Safeguarding Manager on issues relating to international student welfare

- Ensure the registration of international students with the police, doctors and assist with bank accounts.
- To take responsibility for all aspects of DBS with host families and report any issues raised with the Assistant Principal.
- To be involved in the telephone contact with, and visiting of, host families used by international students and maintaining the host family and student database.
- To ensure the monitoring of Health & Safety within host family homes, undertaking safety checks such as smoke alarm and carbon monoxide tests on home visits.
- Hold 24-hour phone on a rota basis.
- Coordinate a rota for staff holding the 24-hour phone.
- To maintain the agent database.
- To send and update agreements.
- To calculate commission payments for agents and monitor.

Student Visas

- To support in the compliance of the college's student Visa License.
- To advise students and managers about change to visa rules and the implications of the changes.
- To coordinate English preparation courses (including arrange student transfers where applicable)
- Liaise with the Finance Officer to monitor student payment of tuition fees and follow up any issues.
- To ensure the college adheres to the guidance on compliance inspections and support preparations for inspections.
- Monitor student attendance and progression to comply with visa regulations.

Pastoral Support and integration into the wider community

- To lead the programme of induction of international students to the college and assist with the delivery of the programme.
- Provide pastoral support for international students.
- Co-ordinate activity to engage international students, such as events, accompanying trips, as necessary.
- Provide out of hours telephone cover for students and host families.
- Maintain links with the local community.
- Contribute to the organisation of summer schools as appropriate in collaboration with the ESOL/EAL Liaison Co-ordinator.

Support Activities

- To manage correspondence in relation to International recruitment.
- To be responsible for maintaining the agent database
- To assist in the administration of overseas trips and expenses.

In addition to the above mentioned attributes the successful candidate will be expected to:

- To support effective safeguarding of all young people throughout the College.
- To attend as necessary, meetings of all College Staff.
- To adhere to College policies and procedures e.g. Equality and Diversity; Health and Safety.
- To undertake any such other duties as may be required, commensurate with the post which do not change the character or purpose of the post which are necessary to maintain outstanding standards.
- Demonstrate commitment to own continuous professional development.
- Demonstrate positive behaviours and day to day commitment to the College's strategic plan to perform other such duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

The job description is an outline of the key tasks and responsibilities and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the College, as well as the personal development needs of the post holder.

We strive for equality throughout the college and positively encourage applications from all sections of the community. The College has a strong commitment to safeguarding and promoting the welfare of young people and vulnerable adults and all appointments are subject to an enhanced DBS clearance.

Employee signature:

Date:

Line manager signature:

Date:

PERSON SPECIFICATION – International Support Officer

The Person Specification details the principal skills and personal attributes the post holder must possess and actively demonstrate in order to effectively fulfil the role. The criteria are ranked as 'essential' and 'desirable' and your application form should demonstrate how you meet each individual criterion and possess the key skills relevant to the job.

The ranking of criteria on the employee specification can be explained as follows:

Essential The successful candidate must meet the essential criteria in full on the first day of commencing in post, in order to be able to effectively fulfil the role to which he/she has been appointed.

Desirable The post holder needs to meet the desirable criteria to fulfil the role on a longer-term, permanent basis. The successful candidate would be expected to develop his/her skills and knowledge within an agreed timescale (usually within six to twelve months of his/her start date) to meet the desirable criteria in full, if they are unable to demonstrate they meet these criteria at short-listing and interview stage.

Criteria will be measured through a number of methods, the key to which is as follows:

- A = Application**
- I = Interview**
- T = Test**
- C = Certificates**
- R = References**
- DBS = Disclosure & Barring Service**

These letters are used in the 'assessment method(s)' column on the employee specification to identify to you the combination of methods we will use to assess you against the requirements of the position for which you are applying. In the first instance your application form will be used to determine the extent to which you meet the criteria for the role and will inform our short-listing decisions.

Where criteria are to be identified through the interview and/or test(s), these may involve scenario-based or hypothetical questions and a combination of written exercises, literacy and/or numeracy assessments, presentations, and any other practical assessments relevant to the role.