



International Student Advisor **(Post Reference NU4725)**

Salary Scale: £31,637 - £34,132 per annum

Vice-Chancellor
Professor Jackie Dunne



Birmingham Newman University is located on Genners Lane, Bartley Green, Birmingham, West Midlands, B32 3NT.

Birmingham Newman University

Birmingham Newman University is named after the 19th-century cardinal St John Henry Newman, whose 1852 work “The Idea of a University” continues to inspire our vision of a connected, supportive community of scholars. We believe that education is transformative, enabling students to understand the world in new ways and to make a positive difference within it. This is delivered through smaller class sizes, interactive learning, and a personal approach that puts student success and wellbeing at the centre.

Rooted in a Catholic tradition that champions education, equality, and social justice, we welcome students of all faiths and none. We take pride in our diverse, friendly, and inclusive environment, where every student is valued, supported, and encouraged to achieve their goals. Our mission is to serve diverse communities by making high-quality, globally connected education accessible to all who can benefit, and by carrying out research, scholarship, and professional practice that has a positive impact on.

Our modern single campus, eight miles southwest of Birmingham city centre, has recently benefited from a £20 million investment. This includes new halls for 200 students, improved teaching and social spaces, and enhanced facilities such as a state of the art law court, a careers and employability hub, a computer science lab, and an accessible student helpdesk. We are committed to sustainability, already generating 20 % of our energy needs on-site through solar power.

In 2023, we expanded our academic portfolio with the launch of the School of Nursing and Allied Health, introducing programmes in Adult Nursing, Mental Health Nursing, and Physiotherapy. This reflects our strategic aim to grow in ways that meet real world needs producing highly skilled practitioners from diverse backgrounds to support the West Midlands health sector and beyond.

Our focus on partnership with students and staff drives our success. In 2025, we were ranked 1st in England for Student Satisfaction in the Good University Guide, and in the 2024 National Student Survey we placed 1st in the West Midlands and 7th in England for full-time student satisfaction. We are among the top UK universities for widening participation: 99 % of our students come from non-selective state schools, 72.2 % are the first in their family to attend university, and over 45 % come from Black, Asian, or ethnic minority backgrounds.

We are a teaching-led university, ensuring our students benefit from regular contact with active researchers whose work enriches learning. Our Silver rating in the Teaching Excellence Framework reflects our commitment to high-quality teaching, while the latest Research Excellence Framework saw us double both the number of academic teams submitting work and our volume of world-leading research.

Our strategic objectives guide everything we do: transforming students’ lives, working in partnership with them, growing responsibly, nurturing our staff, adding to knowledge and cultivating wisdom, and serving our diverse community and the wider world. Together, we foster a respectful, collaborative culture that empowers people to succeed and to make a meaningful contribution to society.

Job Description

Job Title:	International Student Advisor
Grade:	Grade 6
Salary:	£31,637 - £34,132 per annum
Hours:	Full-time (1.0 FTE)
Department:	Student Success
Reporting to:	Deputy Director Wellbeing and Inclusion

Purpose of Post:

The role acts as the primary non-academic point of contact for international students at Birmingham Newman University. The post-holder will ensure that students have a clear understanding of the support and opportunities available to them both within the University and in the local community. They will operate their own advice and guidance case load, supporting individual students' pre-arrival, during study, and will devise methods to stay in contact with students' post-graduation.

The post-holder will additionally be a key point of expertise within the University on international student matters and will create and deliver training and guidance for colleagues and students on intercultural communications, immigration requirements, and share best practice from across the sector relating to engagement with learning and teaching, and community cohesion. They will champion the needs of our international students and work closely with colleagues to ensure their best outcomes.

The post-holder will work closely with colleagues in Admissions, Registry, and Faculty to ensure that information and support to international students is created and conducted in a joined-up and collegiate manner.

In addition to supporting incoming international students, the postholder will also co-ordinate all operational details of partnership work relating to outbound international students, leading the administration and support for students participating in schemes such as Turing and Erasmus+ amongst others.

1. Main responsibilities:

Advice, Guidance and Community

- Provide information, advice and guidance in relation to academic, pastoral, and practical matters according to the needs of the international student population.
- Act as the key point of contact for international students, assisting them to access appropriate support services both within and outside of the University.
- Maintain a proactive casework portfolio ensuring that international students remain engaged with their studies and work on an 'early intervention' basis to resolve challenges that emerge for individual students.
- Organise and deliver welcome and induction opportunities specific for international students, and work with colleagues across the University to adapt existing induction activities to ensure international relevance and participation.
- Work closely with international students and local agencies, including landlords and accommodation providers, to build connections between Birmingham Newman and the local community, including attending meetings, viewings, and liaison opportunities on behalf of the University and as support for individual students.
- Work proactively to ensure that international students are aware of and engage with support services which can enhance their experience and outcomes.
- Deliver training and guidance to colleagues across the University ensuring that there is a good understanding of sector best-practice relating to intercultural communications, and an understanding of relevant cultural barriers which could impact international student's engagement with learning, teaching, and social activities.
- Coordinate with colleagues including the Students' Union and other student voice groups, the opportunity for international students to become involved and integrated into Birmingham Newman University student life.
- Develop leaflets, guidance notes, and digital content and work closely with the Student Recruitment team to ensure that timely, relevant and insightful information is available to international students' pre-arrival, during studies, and post-graduation.
- Work with colleagues to establish and track the needs and aspirations of international student.
- Participate in recruitment, enrolment, campaigns and events, and welcome and induction activities as required by the Directorate of Student Success.

Visas and Immigration

- Undertake advocacy work on behalf of individual students, making representations where appropriate to external stakeholders such as UKVI and the Student Loans Company.
- Deliver an effective and appropriate advice service to students on international and immigration matters.
- Advise students about the financial and visa implications of interrupting their studies, repeating their studies, transferring courses, and withdrawing.

- Deliver information and training to colleagues relating to the practical impact of academic policy and procedure on international students, working with colleagues to adapt and rewrite policies and procedures as necessary.

Partnerships

- Lead the co-ordination of activities relating to outbound internationalisation initiatives for home students, most notably the institutional participation in the Turing Scheme
 - Supporting incoming Erasmus+ students who may choose to study at Birmingham Newman for a semester (or longer) as part of an exchange programme.
 - Maintain administrative and reporting systems in order to make annual returns regarding Erasmus+ and Turing Scheme programmes.
 - Produce regular reports on Erasmus and Turing Scheme activity and targets to internal University and external stakeholders.
 - Engage with UKCISA to keep up to date with knowledge and best practice, and to establish and utilise connections across the sector.
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- In addition to the duties listed above the post holder may be required to undertake any other reasonable duties relating to the broad scope of the role.
 - Please note that this role requires the role holder to work predominately on campus.

2. Health & Safety:

- Under the Health & Safety at Work Act 1974 the post holder must take reasonable care of their own health and safety and that of any other person who may be affected by their acts or omissions. The post holder must also co-operate with the University on all matters concerning health and safety and not interfere with, or misuse, anything provided for the purpose of health, safety or welfare. The post holder must follow Health & Safety requirements in line with their training and instruction, and report to management any unsafe acts or conditions, defects in equipment or facilities that have the potential to affect health and safety. The post holder must report to management any injuries they receive whilst at work.
- Where post holders line manage staff and services they will be responsible for the health, safety and welfare of those staff and services in accordance with the University's Health & Safety Organisational Arrangements.

3. General Terms

- Variation to Job Description

This job description summarises the main duties and accountabilities of the post and is not exclusive. The post holder may be required to undertake other duties of a similar level of responsibility. It is anticipated that this job description will change over time in accordance with the needs of the role and

the post holder will be consulted on any proposed amendments. Therefore, University reserves the right to vary the duties and responsibilities of its employees within the general conditions of employment and related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as required to meet the changing needs of the service.

- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that 'restricted information' or 'highly restricted information' to which they have access remains confidential during and after their employment at Birmingham Newman University. All staff must undergo appropriate data protection training as defined by the University's Data Protection Policy and comply with the University's Information Security Policy and IT User Policies including the General Conditions of use of Computing and Network Facilities, Bring Your Own Device Policy and Wireless Networking Policy.
- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process, attend the mandatory training and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role.
- All absence from work must be reported in accordance with the University's Absence Management Policy and recorded on iTrent and staff are expected to be familiar with and follow the Policy.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

4. Person Specification

Criteria	Essential	Form of Assessment (*amend as applicable)	Desirable	Form of Assessment (*amend as applicable)
Educational Qualifications and Training	Graduate level qualification or equivalent.	Application	Office or the Immigration Services Commissioner professional development programme. Evidence of training from a recognised advice sector provider, such as UKCISA or NASMA.	Application Application
Relevant work experience and/or knowledge	<p>Knowledge of immigration legislation and of current UKVI requirements for Student visa holders.</p> <p>Knowledge of a range of student welfare issues including funding, housing, and wellbeing, relating to international students.</p> <p>Experience of working in a Higher Education environment.</p> <p>Experience of advice-work skills in any setting, including well developed case-work skills and techniques.</p> <p>Knowledge of inter-cultural communications techniques.</p> <p>Knowledge of potential cultural barriers and complexities that can impact engagement and attainment relating to international students and their student experience.</p> <p>Experience of delivering events and campaigns</p>	<p>Application/ interview</p> <p>Application / Interview</p> <p>Application / interview</p> <p>Application / Interview</p> <p>Application / interview</p> <p>Application / Interview</p>	<p>Experience of working to support international students in a Higher Education environment.</p> <p>Experience of studying abroad or of significant and long-duration solo or small-group travel.</p>	Application/ interview/test

Criteria	Essential	Form of Assessment (*amend as applicable)	Desirable	Form of Assessment (*amend as applicable)
	with measurable engagement and outcomes.			
Relevant and/or Specific skills required	<p>Competent in the use of digital technology to enhance information provision and communication, and to evaluate impact.</p> <p>Excellent written and verbal communications, including the ability to plan and deliver high-quality presentations and workshops.</p> <p>Excellent interpersonal and customer service skills.</p>	<p>Application/ Interview / test</p> <p>Application / Interview / test</p> <p>Application / Interview / test</p>	<p>Experience of working to support international students in a Higher Education environment.</p> <p>Experience of studying abroad or of significant and long-duration solo or small-group travel</p>	<p>Application/ interview</p> <p>Application / interview</p>
Personal qualities and attributes	<p>A willingness to work flexibly with the best interests of the student in mind.</p> <p>Strong ability to build effective and supportive professional networks within an organisation.</p>	<p>Application /Interview</p> <p>Application /Interview</p>		Application/ interview/test
Other	N/A			

General Terms & Conditions of Employment

This post is a full-time appointment, offered on a permanent basis. It will be remunerated on the single pay spine, at Grade 6 £31,637 – £34,132 per annum. The appointment is subject to meeting all pre-employment clearances and requirements of the Person Specification.

All new employees undergo a period of probation in accordance with the University Probationary Scheme and confirmation of employment is dependent on the satisfactory completion of that probationary period.

The standard hours of work are based on 37 hours per week for Professional and Support Staff and 35 hours per week for Academic Staff. Your line manager will discuss with you the required working hours.

The University holiday year runs from January to December for Professional and Support Staff and from September to August for Academic Staff. The post carries an entitlement to 35 working days (for a full-time position, otherwise pro rata) of paid leave during the course of the holiday year (pro rata if the appointment is made during the holiday year), in addition to Statutory Bank Holidays. There may also be discretionary days and days when the University is closed on particular dates in the interests of efficiency.

Disclosure and Barring Service

It is a condition of employment that all relevant posts are vetted by the Disclosure & Barring Service (DBS) and if it applies to this appointment you will be required to undertake a DBS check. The University will pay the fee for this service. Any false declarations or any findings from the Disclosure could affect the suitability for employment.

Pension and Auto Enrolment

If you meet the criteria set out below and are not already an active member of any of our pension schemes, the University is required to auto-enrol you into a suitable pension scheme.

The criteria for auto-enrolment is:

- Age - if you are 22 or over but no more than State Pension Age
- Earnings - a minimum of £10,000 per year
- Working in the UK

The pension schemes supported by Birmingham Newman University are:

- <https://www.teacherspensions.co.uk> - Teachers' Pension Scheme for academic staff
- <http://aviva.co.uk> - Aviva Scheme for professional and support staff
- <http://www.nestpensions.org.uk> - National Employment Savings Trust, NEST for staff not eligible to join either of the above schemes

You will be auto-enrolled into the [National Employment Savings Trust \(NEST\)](#) unless you are an academic and eligible to contribute to TPS, or other member of professional and support staff employed on a substantive contract of employment, in which case you will be auto-enrolled into Aviva, our defined contributory scheme. You will receive a notice from the University Payroll Department telling you that you have been auto-enrolled and advising you of your options, including the right to opt out. Once you have been auto-enrolled, you will have an option to opt-out of the pension scheme and receive a refund of your first contribution. There is a time limit of one month in which to do this, and you will have to contact your pension scheme to make this happen; **the University is prohibited, by law, from helping you to opt-out.**

Staff Benefits

We offer a wide range of Staff Benefits including 35 days annual leave entitlement plus bank holidays (pro rata for part time posts), pension scheme, chaplaincy and spiritual care, library services, free on-site parking, discounted travel scheme, cycle to work scheme, employee assistance programme,

occupational health and counselling services and staff development opportunities. Further details of the full range of staff benefits available can be found on our website:

<https://www.newman.ac.uk/knowledge-base/staff-benefits/> or please contact the Human Resources Department.

Procedure for Application

Applications should preferably be submitted by e-mail (as opposed to post) on the University Application Form and should be completed in typescript wherever possible. CV's are not accepted as part of the application process unless explicitly stated. Considerable emphasis is placed in the shortlisting process on how candidates demonstrate in their application that they possess the qualifications, experience, skills and qualities which are required for the post. **Application forms should therefore refer explicitly to how you meet the essential and desirable criteria for the post you are applying for.**

The University is an Equal Opportunity Employer and we operate the Disability Confident Employer Standard which amongst other things guarantees an interview to disabled applicants who meet the essential criteria of the job specification.

Two referees should be identified who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post and must include your current or most recent employer or their representative. You must disclose whether you are related to any employee of the University, or to any member of the Council. Canvassing for appointment disqualifies you from being selected for interview or being appointed to the post in question.

Should you be selected for interview please be aware that we are unable to reimburse interview expenses. If you have not heard from us within four weeks of the advertised closing date, please assume that you have not been shortlisted.

Closing date for applications: 10th September 2025

Interviews will take place on 2nd October 2025

Job Applicant Privacy Notice

Birmingham Newman University collects and processes your personal data in order to take steps at your request prior to entering into a contract and so that it can meet its statutory and legal obligations. For further information about how Birmingham Newman University processes and protects personal data of job applicants please refer to the [Privacy Notice for Job Applicants](https://www.newman.ac.uk/privacy-notices/#blueprint) available at www.newman.ac.uk/privacy-notices/#blueprint 5