

Role title: Advice & Training Officer	Working hours: Full time (35 hours a week)
Reporting to: Head of Advice & Training	Salary: On a scale from £35,529 to £40,771 per annum, with further opportunity to progress.

Role Purpose

Advice and Training Officers are a central point of contact for the stakeholders of our organisation, providing a knowledgeable, positive and engaging representation of the UKCISA mission and values. The purpose of this role is to provide accurate and timely information, advice and training to external parties including UKCISA members and international students.

You will need to know how to process, interpret and analyse relevant areas of law relating to international students, particularly relating to immigration and tuition fee assessment, alongside government policy and guidance. You should be able to identify issues in law and government materials which need to be clarified or prioritised for lobbying the relevant government department. You will develop working relationships with government departments, official bodies, educational institutions and non-governmental organisations (NGOs).

You will be experienced in providing advice in a professional capacity and be able to deliver this advice to a variety of audiences. In addition to contributing to UKCISA's advice lines, you will be responsible for updating and contributing to UKCISA's publications and website in a timely manner. You will be a key contributor to UKCISA's renowned training programme, writing and delivering training online and in person. You will be creative and confident in presenting complicated areas of law and guidance accurately and clearly, translating information into interactive and engaging training materials for varying levels of expertise.

Core Responsibilities

- Providing timely and accurate written and telephone advice to UKCISA's stakeholders, including members, students and the public. Advice will relate to a broad range of subjects impacting international students, including UK legislation, procedures governing immigration, tuition fees and student support.
- Ensuring all advice provided is compliant with current legislation and guidance, and operating at level 1 for the relevant categories in terms of the Guidance on Competence issued by the Office of the Immigration Services Commissioner (OISC), working within the Commissioner's Code of Standards, and complying with the OISC's requirements for continuing professional development (CPD).
- Interpreting and analysing UK legislation, assessing the impact on UKCISA members and international students.
- Identifying issues in law and government materials which need to be clarified and prioritised for lobbying, and liaising with the relevant government departments and NGOs.
- In consultation with the Head of team, preparing written submissions giving UKCISA's view of the effects, or the likely effects, of proposed legislation or other changes to the rules and procedures affecting international students.
- Compiling information, writing and updating UKCISA reports and publications, including the UKCISA Manual, UKCISA website materials, news items, standard letters and checking articles for other publications related to UKCISA's work.
- Contributing to the planning, design and delivery of UKCISA's national and in-house training courses, both online and in-person throughout the UK (which may involve travel and occasional overnight stays).
- Collaborating with external trainers and speakers to develop a range of training methods to suit UKCISA's variety of audiences.
- Preparing course materials, assisting with the general administration of training events and evaluating feedback after delivery to adapt and create new courses to meet the needs of UKCISA's audiences.

- Contributing to and attending the UKCISA Annual Conference, as well as representing UKCISA by presenting at other external conferences and events.
- Accurately recording queries received and the advice provided to students and UKCISA members on the CRM (UKCISA uses Microsoft Dynamics).
- Working in close collaboration with colleagues throughout the organisation to share knowledge and support.
- Undertaking general administrative tasks to support the function of the Advice and Training Team.

Key Criteria

Essential

- Ability to navigate, analyse, interpret and understand UK legislation and policy, and communicate it clearly and accurately to a variety of audiences
- Experience of providing professional structured advice in the voluntary or educational sector
- Experience of planning and delivering training or presentations online and in-person to a variety of audiences
- Confident working with a high level of autonomy, while also seeking guidance and support appropriately, escalating any issues as necessary with the ability to react as necessary to prioritise tasks as they arise
- Excellent written skills, with the ability to adapt writing according to varying target groups and media
- Ability to design and deliver creative, engaging and innovative training materials
- Proficiency in Microsoft Office (UKCISA uses MS Teams for internal and external communications) and Zoom (UKCISA uses Zoom for online delivery of training)
- Excellent communication and interpersonal skills with the ability to work in teams
- Commitment to demonstrate discretion and maintain appropriate confidentiality
- Commitment to operate at the relevant OISC level for the provision of immigration advice, in accordance with the OISC's Code of Standards and working within the OISC's requirements for continuing professional development (CPD)

Desirable

- Experience of working with or advising international students in the UK, possibly within a membership organisation or education provider in the UK
- Experience of advising on relevant areas of law and guidance relating to international students, such as the EUSS, Student, Visitor and STS route, post-study work options and Student sponsor compliance
- Experience of using a CRM system, preferably Microsoft Dynamics

About UKCISA

The UK Council for International Student Affairs provide membership services including advice, training and policy guidance to nearly 500 members and direct support services to thousands of international students each year. Our membership includes every university in the UK, many further education colleges, independent schools and students' unions. Our portfolio of services is provided by a team of 17 staff members and we offer a flexible working style. Our office is based in London but all staff are currently working remotely. We welcome applications from anywhere in the UK, provided you can travel for occasional team meetings, training, UKCISA conference and other obligations as required. Further information about us and the services we provide can be found by visiting our website - <https://www.ukcisa.org.uk>

How to Apply

To apply, please submit your CV and a cover letter (maximum two pages) to Recruitment@ukcisa.org.uk by **5pm on 2 July 2021**. Your cover letter should focus on evidencing how you meet the **first five essential key criteria**.

Please note that we will be unable to consider applications received after the closing date. Application queries, including reasonable adjustment requests, can be made by emailing Recruitment@ukcisa.org.uk.