



Job Title: International Student Experience Coordinator
Grade: 6
Salary: £32,546 to £37,174 per annum
Department: Student and Academic Services/ Student Support Services
Hours/Contract: Full-time and fixed-term contract until end of February 2026 or until the current post holder returns, whichever is sooner.
Job Family: Management and Administration
Reference: 11934

Role Purpose

This role will manage, plan, create and implement a range of activities and initiatives to ensure our international students have the best possible welcome, study and pastoral experience with us. The role will deliver an inclusive and responsive service to international students working independently and with colleagues from across the University.

Main Duties and Responsibilities

- Ensure currency and accuracy of information with regards to events, social media channels, designated websites, and online resources.
- Manage and deliver early intervention, prevention and timely resolution of issues around the international student experience. Providing advice and guidance to a range of stakeholders based on robust knowledge and understanding. The postholder will be expected to stay abreast of all the latest legislation and regulatory guidance and frameworks in relation to international students.
- To manage and deliver specific projects, schemes and areas of work to provide the correct interventions at the correct times to develop and improve the international student experience, some examples are:
 - The creation of podcasts on support and finance
 - The creation of induction materials on language skills and academic writing - gathering content for these from the relevant depts across the University
 - Running cultural awareness schemes for staff and students both home and international
 - Harnessing all that the multicultural city of Leicester has to offer international students, and bring together the on and off campus experience
- Monitor and evaluate the impact and effectiveness of all the activities around the international student experience to ensure the high quality of the programme. Incorporate customer feedback mechanisms and undertake benchmarking to deliver continuous improvement.
- Contribute to service development and innovation across the institution by offering advice and guidance on the international student experience and the issues faced by international students. Review and implement where appropriate processes including helping to ensure international experience is embedded in annual engagement plans that will successfully engage students in line with Student Wellbeing Strategy.
- To deliver general support to students, based on an in-depth knowledge and understanding of international student matters. Support and undertake when necessary:
 - 1:1 appointments, drop-ins, group sessions and workshops providing advice on issues related to international students
 - Develop and implement broader information activities and events





- Act as point of escalation for issues relating to international students participate in internal/external networks and communities
- represent area in project/ working groups and meetings
- Work in compliance with regulatory frameworks
- To proactively ensure data quality and integrity across the area, record keeping within an agreed framework; provide management information to support operational decision making.

Internal and External Relationships

Working closely with students, Future Students Office, External Relations team, Student's Union, Campus Services, Chaplaincy, Student Immigration Advice and Compliance Team, Finance, Academic Departments, and Academic Services.

Work with suppliers and external agencies where required.

Planning and Organising

Plan own workload and oversee the day-to-day activities of part-time workers responsible for supporting events.

Oversee the delivery of campaigns and events and ensure these satisfy objectives to measure success and impact on the international experience.

Qualifications, Knowledge and Experience

Essential

- Knowledge and experience of delivering advice or support to a diverse range of clients e.g. international and/or culturally/ethnically diverse service users*
- Relevant qualification or significant work experience in a comparable setting*
- Experience of coordinating operational activities and of acting as a point of escalation
- Experience of carrying out a range of complex administration activities
- Experience of coordinating, supporting and delivering events/ projects*
- Working effectively in an environment of complex regulations and procedures (e.g. data protection regulations, immigration regulations) and handling complex queries
- Willingness to work weekends/ evenings (e.g. business crucial activities)

Desirable

- Experience of promoting health and wellbeing related events and activities to a defined market*
- An understanding of the challenges facing higher education.





Skills, Abilities and Competencies

Essential

- The ability to recognise changes in the international market and adapt approaches accordingly
- Ability to understand and articulate international student needs, translating into meaningful delivery
- Ability to demonstrate behaviours that are in accordance with the University values of inclusive, inspiring and impactful
- Proficient use of IT systems and packages, e.g., Microsoft Office, electronic client management systems, digital content management packages, and social media platforms
- Excellent organisational skills with the ability to manage multiple projects simultaneously
- Excellent interpersonal and communication skills with demonstrable experience of effectively engaging stakeholders at a variety of levels
- Demonstrable experience of successfully promoting events to end-users
- Ability to collaborate with other teams and work well independently
- Ability to problem solve and overcome obstacles
- A commitment to providing a quality service and continuous improvement

Desirable

- Experience of developing and implementing methods of collecting feedback from members of the target market and other stakeholders.

****Criteria to be used in shortlisting candidates for interview***

Reason for Fixed Term Contract

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.





University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

