

About the UK Council for International Student Affairs

The UK Council for International Student Affairs (UKCISA) supports international students and the institutions, students' unions and organisations who work with them.

UKCISA's vision is that every international student who comes to the UK has a positive experience and is able to tell friends and families that the UK is a welcoming place to study, and live. We are passionate about supporting our members to deliver an excellent student experience, from application to completion of study, and curating a body of evidence that demonstrates the value of international students and internationalisation in education.

Further information about us and the services we provide can be found on our website: ukcisa.org.uk

About the role

Role title: Training and Development Officer

Contract type: Fixed term for 24 months. Hybrid contract at 35 hours a week (flexible working patterns available)

Reporting to: Advice Officer and Training Lead

Salary: £30,000 - £37,500 (dependent on experience) with opportunities for growth + generous pension contribution

Role Purpose

This new role within the Advice & Training team will support the development, coordination, and growth of the organisation's training provision. We are proud to be a respected and trusted source of information for our members and international students, and the work undertaken by this role will seek to strengthen these relationships.

You will be responsible for the recruitment and administration of freelance trainers to work alongside the Advice & Training team in developing and delivering [world-class training](#). You will play a key role in identifying trends in the needs of our membership and international students, contributing to the direction and growth of our training output. You should be able to convey UKCISA's values and methods to potential freelance trainers and embed processes to ensure quality assurance of any training output.

Engaging with diverse stakeholders, negotiation, and being able to represent UKCISA with integrity and passion should be in your repertoire of excellent communication skills. You are confident in your administrative skills and will lead on writing and standardising contracts for and establishing workflows for new freelance trainers. The role will involve different strands of work, and so you will be required to balance concurrent tasks confidently, seeking advice and guidance where needed. You will work towards and seek to surpass targets and be willing to proactively assess and review those targets as you progress in the role. You will have an initiative-taking approach and make recommendations for the direction of targets and key performance indicators to the Advice Officer and Training Lead as you progress in the role.

In your first few months, you will have:

- Developed good working relationships with UKCISA's wider team.
- Analysed our current training offer and begun to identify opportunities for growth.
- Begun to identify and recruit freelance trainers.
- Scoped out how quality assurance processes between freelance trainers and the Advice & Training team can be implemented.

Core responsibilities

Training recruitment and administration

- Recruitment of freelance trainers to broaden the capacity of UKCISA's training provision.
- Writing, standardising, and administering, standardising contracts for freelance training staff in conjunction with Finance and HR.
- Liaison with the Finance team to standardise invoicing procedures for freelance training staff.
- Key liaison point between existing and new freelance trainers and UKCISA staff.

Analysis and trend mapping

- Seek to identify gaps in UKCISA's training offer and the delivery of new services to meet those unmet needs.
- Expanding UKCISA's offer of new training opportunities, including relating to Student Sponsor compliance, to ensure members have the technical knowledge and support needed to carry out their roles and responsibilities towards international students.
- Collaborate with freelancers and in-house staff to develop training content, in line with UKCISA quality and expectations as the UK's main provider of training relating to supporting international students.
- Gain a deep understanding of current core training to ensure seamless integration of new courses to support learning journey of members.
- Support the Advice Officer and Training Lead in responding to trends, identifying potential improvements to the training workflow, and supporting UKCISA trainers.

Quality assurance

- Working with UKCISA's in-house trainers to establish and embed processes to ensure quality assurance of freelance delivery and the delivery of course aims and objectives.
- Collaborate with current freelance trainers and newly recruited trainers to establish robust quality assurance processes with the Advice & Training team.
- Facilitate and monitor quality assurance of UKCISA training output.
- Coordinate the production of resources to inform and support UKCISA trainers to ensure consistent delivery in line with UKCISA values and expectations.
- Monitor the effectiveness of new training and adapt as appropriate.

Key criteria

Essential

- Excellent communication skills with a focus on negotiation, interpersonal skills, and clarity.
- Ability to form excellent relationships with diverse groups.
- Ability to plan, strategise, and deliver against key performance indicators.
- A proactive approach to seeking improvements in workflows and identifying opportunities to broaden our training output.
- Highly organised and able to work independently, while knowing when to seek guidance and support
- Confidence to lead on contract administration for freelance trainers.
- Ability to collate, analyse, and present data clearly and confidently.
- Proficient in SharePoint and other cloud-based Microsoft apps
- Experience supporting the delivery or coordination of training and/or events.
- A commitment to UKCISA's vision and mission; representing and communicating these to external stakeholders.

Desirable

- Project management experience or qualifications.
- Student route/Tier 4 compliance experience.
- Previous experience working in a charity or membership organisation.
- Previous experience working with international students in the UK.
- Experience working with CRM systems (ideally MS Dynamics).

Working for UKCISA

UKCISA offers a supportive, reflective work culture where all the staff team are active participants in the shaping of the organisation. Our values are quality, innovation, collaboration and trust. We're a charity in an exciting period of transition, offering a unique opportunity to be part of meaningful change for us and the sector.

We are currently working on a hybrid basis. Our staff mainly work from home, but we have an office in London for collaborative work and for staff who want access to an office space. We also meet in person for regular all staff days in London. We welcome applications from throughout the UK, as long as you are able to join us in London for one day every month.

Travel to member and student events across the UK, including overnight travel, is occasionally required and can be expensed.

Ongoing training and development opportunities will be provided, and attendance may be required to contribute towards an ever-changing comms skillset needed for this role.

We are unable to sponsor visas for this role, so you must have the right to work in the UK. We encourage and welcome candidates on the Graduate route visa.

Staff benefits include:

- Pension - UKCISA participates in a defined benefit pension scheme (USS)
- Training & development - In addition to maintaining a budget for relevant professional development, UKCISA also offers 3 days of personal development leave
- Additional leave - UKCISA employees are entitled to 25 days annual leave + bank holidays. In addition to this, there are concessionary days between Christmas and New Years. Staff also receive an extra day of leave for every year of service, up to a maximum of 5 days.
- Flexible working - we operate as a remote office and there is currently no mandate on minimum number of days in the office. We do maintain a small office in Woburn House, allowing for vital collaborative working.
- Health & wellbeing - UKCISA offer an Employee Assistance Programme to support health and wellbeing as well as a My Healthy Advantage app to access a wide range of tools to support wellbeing.

How to apply

To apply, please submit a copy of your CV and a covering letter (maximum two pages) to recruitment@ukcisa.org.uk by **9am (UK time) on Monday 18 May 2026**. Your cover letter should focus on evidencing how you meet the first six essential criteria in particular.

For any queries about the role, including questions about reasonable adjustments, please email: recruitment@ukcisa.org.uk.

Dates for Online Interview: Tuesday 2 June and/or Thursday 4 June 2026