

Role title: Head of Advice and Training	Working hours: Full time (flexible working patterns considered for the right candidate)
Reporting to: CEO/Director	Salary: £49,192 (12 months fixed term contract)

Role purpose

The Head of Advice and Training manages UKCISA’s advice and training function in line with our strategic plan, ensuring the development and delivery of high-quality advice and training services for member organisations, international students and their families.

The Head of Advice and Training line manages the team of six Advice and Training Officers, and coordinates freelance advisers and trainers. The Head of Advice and Training monitors legislation and policy to identify changes and developments that may impact UKCISA’s members or services, and liaises with colleagues in our senior management team (SMT) to set strategic direction for the team and contribute to the overall objectives of UKCISA.

The Head of Advice and Training represents UKCISA at external meetings with government and other stakeholders, and delivers advice and training sessions as required to members and non-members.

Core responsibilities

Management and leadership

- To lead and line-manage the advice and training team of 6 people, working in house and remotely
- To oversee engagement of external advisers and trainers to deliver UKCISA services
- To monitor legislation and policy and other developments that affect UKCISA members and international students, and recommend appropriate action to SMT or Chief Executive

Advice and Training

- To lead the development and implementation of online and face-to-face training activity for members and non-members
- To ensure the provision of timely information and advice on issues and law relating to international students
- To work with the Membership and Communications teams to expand UKCISA’s consultancy and tailored training services for members and other organisations
- To work with the Membership and Communications teams to evaluate UKCISA advice and training services
- To deliver occasional training or provide advice with other team members or external trainers as required, for example, stepping in at short notice to cover in the event of illness
- To monitor and report on member activity using the organisation’s customer relationship management (CRM) system, Microsoft Dynamics

Stakeholder engagement

- To liaise with SMT and with other team leads across the organisation to ensure excellent internal communication and cross-team working
- To represent UKCISA at meetings, and present and network at key conferences, in the UK and internationally, with occasional overnight travel as required
- To contribute to the planning and delivery of, and attend UKCISA’s annual conference

- To liaise with UK governments and other national and international organisations, and cooperate with such organisations in activities that support UKCISA's objectives

Compliance and quality assurance

- To ensure that UKCISA's advice services comply with the Office of the Immigration Services Commissioner's (OISC) regulations, and to complete the annual OISC registration process for UKCISA
- To monitor the quality of UKCISA advice and training on a regular basis, developing quality assurance mechanisms as appropriate

Other duties

- To deputise for SMT or other colleagues, as required
- To carry out other duties broadly consistent with the role, as required

Essential Criteria

- A degree or equivalent experience
- Experience of managing staff and/or leading teams
- Experience of delivering professional advice and/or training, preferably using online platforms (UKCISA currently uses the Zoom platform for its online training)
- Excellent oral and written communication skills, including presenting to large audiences
- Strong customer service skills
- Strong interpersonal skills and the ability to work in teams
- Ability to build and maintain networks with internal and external stakeholders
- Extensive knowledge of UK immigration rules and guidance
- Ability to work proactively, identify areas for action and delegate projects and tasks accordingly
- Comprehensive understanding of OISC regulations
- Understanding of UKCISA's objectives and values, and a commitment to world class experience for international students
- Commitment to professional development, and evidence of CPD
- Ability to interpret legislation and policy and communicate it clearly to different audiences
- Strong understanding of GDPR and its implementation
- Proficiency in Microsoft Office

Desirable Criteria

- Experience of advising international students in the UK education sector
- Experience of managing a team working across different locations
- Extensive knowledge of UK student immigration rules and guidance
- Experience of using a CRM system, preferably Microsoft Dynamics
- OISC accreditation
- Experience in mentoring or coaching peers

About UKCISA

The UK Council for International Student Affairs provides membership services including advice, training and policy guidance to nearly 500 members and direct support services to thousands of international students each year. Our diverse membership includes every public university in the UK, many private universities and further education colleges, independent schools and students' unions. We also have a number of corporate members working in immigration law and education services.

Our portfolio of services are provided by a team of 20 staff members, based in our London offices. We offer a flexible working style and a range of benefits including a generous pension contribution.

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 an up-to-date CV and covering letter (two pages max) to Recruitment@ukcisa.org.uk. In the covering letter please explain how your experience is relevant to this role and explain how you meet the person specification.

Please note that we will be unable to consider applications which are received after the closing date.

Application queries, including reasonable adjustment requests, can be made by emailing Recruitment@ukcisa.org.uk or calling on 020 7288 4330.