



INTERNATIONAL STUDENT OFFICER

Registry

Grade 6, Full time, Permanent

Job reference number: 102-24

Applicant Information Pack

Closing date

9am Wednesday 22 May 2024

Interview date

Thursday 6 June 2024

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Job Description

Post title	International Student Officer
Grade	Grade 6
Hours of work	Full Time (1FTE)
Tenure	Permanent
Responsible to	Deputy Academic Registrar
Responsible for	n/a
Liases with	Internal Students; Professors; Heads of Faculty; Academic Registrar; Registry Information & Systems Manager Admissions Officers; Registry Team; Heads of Academic Programmes; Deputy Director; Performance & Programming staff; Facilities staff, MarComms staff External Applicants; UKVI (UK Visas and Immigration); UKCISA (UK Council on International Student Affairs)

Overall Job Purpose

The International Student Officer is the first point of contact for supporting the RCM's over 500 international students. The postholder provides advice on all stages of the visa application process, along with more general support with the admissions and enrolment process and pastoral support for students moving to a new country to study. The role is key to the RCM's compliance with the UK Home Office requirements for HE providers holding a sponsor license – essential for the recruitment of international students and the RCM's reputation as a world-leading conservatoire. The post holder is responsible for issuing Confirmations of Acceptance for Study (CAS), administering the RCM's attendance monitoring system and, in conjunction with the Deputy Academic Registrar, ensuring that the RCM's immigration records are maintained in accordance with Home Office requirements. Additionally, the International Student Officer acts as one of the first points of contact for visitors to the Registry, assists the Registry Scheduling Officer with the booking of rooms used for teaching and practice, helps maintain accurate student records and provides a range of administrative assistance to the Admissions Team and wider Registry Team.

Main Duties & Responsibilities

These include:

International Student Advice

- To act as the primary point of contact for international students and applicants, providing specialist, tailored advice and guidance on immigration matters, primarily the Student visa route.
- To advise on more complex casework matters when they arise, including errors on Biometric Residence Permits (BRPs), lost and stolen BRPs, visa delays and refusals, referring to the Deputy Academic Registrar where appropriate.
- To be responsible for the international student advice mailbox.
- To provide 1:1 immigration advice appointments (in person, by phone and online).
- To provide information on other visa routes relevant to current and graduating students, primarily the Graduate and Global Talent routes, and to signpost information for dependents.
- To provide information on funding and welfare matters, referring to the Student Services team or other colleagues where applicable.

- To assist the Deputy Academic Registrar in communicating updates to students on immigration news and maintaining the relevant sections of the RCM website and virtual learning environment (Learn.RCM).
- To work within sector best practice and adhere to the OISC regulatory framework and UKCISA Code of Ethics.
- To be aware of potential conflicts of interest and refer students appropriately.

Immigration Compliance

- To be responsible for drafting and assigning CAS using the UKVI SMS
- To be responsible for managing the RCM's attendance monitoring scheme for its Student and Tier 4 Visa holders (approximately 350 students)
- To be responsible for monitoring student document expiry dates (visas, passports) and ensuring up to date documents are received.
- To track and monitor student visa applications and decisions.
- To be responsible for reporting student completions on the UKVI Sponsor Management System (SMS) to confirm eligibility for the Graduate visa route.
- To deputise for the Deputy Academic Registrar in reporting student changes of circumstances on the UKVI SMS.
- To maintain records for Student/Tier 4 Visa holders and to ensure that the records are available for any inspection from UKVI, including preparing the records of former students for archiving, taking decisions on documents to be retained in accordance with Registry procedure.
- The post-holder will gain a comprehensive understanding of UKVI's regulatory requirements and will deputise for the Deputy Academic Registrar in his or her absence on UKVI matters.
- To regularly maintain and update knowledge of the UK immigration regulations, including attendance at UKCISA training events and other sector events to share best practice.

International Admissions

- To respond to applicant enquiries to the RCM's international mailbox.
- To carry out fee status assessments for applicants, in conjunction with the Admissions Officer and Deputy Academic Registrar
- To assist the Admissions Officer and Deputy Academic Registrar in the administration of the RCM's overseas auditions
- To assist in the organisation and delivery of international induction activities during Orientation week.

Student Administration

- To administer the RCM's staff exchanges and assist the Deputy Academic Registrar with the administration of the student exchange programme.
- With other Registry colleagues, to provide advice and help to students, professors, other staff, and general enquirers, in person in the Registry or by telephone, email etc.
- To undertake reception duties in the Registry, acting as one of the first points of contact for staff, students, external visitors and general enquirers.
- To assist the Room Bookings Co-ordinator with the allocation of teaching, practice and some other rooms to staff and students (with support from other Registry staff where necessary), by means of Asimut, the College's room booking system.

- To provide students with letters of confirmation of study for Council Tax exemption, banking, sponsorship, visa applications to other countries (e.g. Schengen visas) and other purposes, involving cross-checking of student registration details.
- To provide administrative support to the Registry Team, including processing incoming references and audition videos, and assisting other members of Registry staff on request with the administration of the academic programmes, admissions, examinations, scholarships and other activities.
- To assist in the maintenance of data on the RCM student information system and to undertake general office duties such as filing, photocopying, etc.
- To assist in the preparation and running of major College events organised Registry, in particular Induction Week and Graduation.
- To carry out other such duties as the Deputy Academic Registrar or Academic Registrar might reasonably require, consistent with the grade of the post and to contribute to the tasks undertaken by the Registry team as appropriate.

Person Specification

Applicants should demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.

Criteria	Description	Essential/ Desirable	How Criteria Are Tested
Qualifications	Educated to first degree standard or equivalent professional experience	Essential	AF
Experience, Skills & Knowledge	Knowledge and professional experience of the regulations relating to UK student immigration	Essential	AF
	Experience of providing advice to students in an educational setting	Essential	AF
	Practical knowledge of western classical music	Essential	AF
	Experience of prioritising and ability to balance a diverse workload while working with precision	Essential	AF, INT
	Experience of understanding complex regulations and giving advice about them	Essential	AF, INT
	Experience of being administratively self-sufficient and accustomed to exercising initiative	Essential	AF, INT
	Experience of dealing with a wide range of demanding individuals and of resolving problems quickly and calmly.	Essential	AF, INT
	Excellent IT skills; experience of using databases and MS Office applications	Essential	AF, INT
	Excellent customer service skills	Essential	AF, INT
	Awareness of and sensitivity to cultural diversity	Essential	AF
	Experience of working in a UK Higher Education Institution	Desirable	AF
	Experience of providing information on UK post-study routes for graduates	Desirable	AF
	Advanced MS Office skills, especially Word, Excel and PowerApps	Desirable	AF, INT
Knowledge and experience of the UK fee status regulations	Desirable	AF	

	Experience of Thesis QL (formerly known as Unit4) or other student records systems	Desirable	AF
	Experience of deputising for a line-manager or colleague	Desirable	AF
Personal Attributes	Proven organisational and time-keeping skills	Essential	AF, INT
	A high level of numeracy	Essential	AF, INT
	Ability to communicate complex information clearly, both verbally and in written format	Essential	AF,INT, ST
	High level of accuracy and an eye for detail	Essential	AF, INT
	Commitment to working as part of a team	Essential	AF, INT
	A commitment to recognising, valuing and celebrating diversity and to proactively advancing equality and inclusive practice in all areas of College life.	Essential	AF/INT

AF = Application Form INT = Interview ST = Selection Test

The Royal College of Music is an Equal Opportunities employer. The College is a non-smoking environment.

The duties and responsibilities assigned to the post may be amended by the Deputy Academic Registrar within the scope and level of the post.

Terms & Conditions

Availability	The post is immediately available and the postholder should ideally be available to start as early as possible.	
Contract type	Permanent	
Hours of work	<p>Full time hours at the RCM are 35 hours per week and normal office working hours are 9.00am-5.00pm (with a one hour lunch break), Monday to Friday.</p> <p>The RCM Registry is currently operating a hybrid working policy, but all team members are expected to attend College regularly (typically at least three days per week for full time staff) and be on site for key College events and operational periods, including but not limited to: Induction Week, Admissions Committees, auditions, the annual Open Day, Graduation.</p> <p>Some additional working hours may also be required of the postholder to support key activities during peak periods, notably enrolment (mid - September) and auditions (mid November – December), with time off in lieu during quieter periods.</p>	
Salary	RCM Pay Scale Grade 6, incremental points 20-24:	
	Spine points	Full-time salary*
	20	£32,378
	21	£33,154
	22	£33,999
	23	£34,882
	24	£35,789

*inclusive of London Weighting allowance

**if a part-time post, the postholder will receive a proportion of the full-time salary

Appointments will normally be made to the first point of the grade, in accordance with the RCM Pay Policy. Staff are entitled to an annual increment each year on 1 August (dependent on 6 complete months' service) until they reach the top of the grade.

Payday is the 15th of each month or the last working day before this should the 15th fall on a weekend or bank holiday.

Work permit	All applicants must be permitted to work in the UK and hold a relevant work permit where necessary. This is not a role for which the RCM will act as a sponsor for a visa application.
DBS check	Not applicable for this post.
Probation	The post has a six months' probationary period.
Notice period	The appointment will be subject to termination by not less than one month's' notice. Notice during probation will be seven days' notice by either party.
Pension	The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: www.uss.co.uk . Arrangements exist for members to make additional voluntary contributions (AVCs).
Annual leave	<p>Full time staff are entitled to 210 hours (equivalent to 30 days) of holiday per annum, plus public holidays. Part time staff will receive a pro rata entitlement for annual leave.</p> <p>The RCM is closed between Christmas and New Year each year, the three days in this week that are not bank holidays will come out of the postholder's annual leave allowance.</p>

Staff Benefits

Travel	<p>Interest free season ticket loans are available to cover the cost of a 12 month season ticket between a member of staff's residence and the RCM. The loan will be repayable by deduction from salary over a period of 12 months or on leaving the employment of the RCM, if earlier.</p> <p>We also offer a tax-free bicycle loan under a similar repayment scheme.</p>
Events	There is a range of concerts taking place at the RCM throughout the weeks, staff are entitled to one free ticket per charged concert (excluding Opera and non-RCM promotions), and unlimited tickets for non-charged concerts.
Eye tests & hearing tests	The RCM will cover the cost of an annual standard eyesight test (normally up to £25) and contribute £50 towards the cost of glasses, provided that they are for use with VDUs. We will also cover the cost of hearing tests.

Employee Assistance Programme

All RCM staff can get free and confidential advice from Confidential Care (CiC). The service is open 24 hours per day, 365 days per year, by telephone or via the web.

Professional Development

The RCM is committed to the support of training and professional development for all members of staff and a range of opportunities are available.

About Us

The College

Founded in 1882, the Royal College of Music (RCM) is a world-leading music conservatoire with a prestigious history and contemporary outlook. The RCM is a vibrant community of talented and open-minded musicians, with over 900 students from more than 50 countries studying at undergraduate, masters or doctoral level in the Senior College throughout the week and 300 students on a Saturday in the Junior Department. Former students of the RCM hold key roles in music and the arts in all parts of the world - as performers, teachers, composers, conductors and animateurs. The RCM was ranked the Global No. 1 institution for both Music and Performing Arts in the 2024 QS World University Rankings by Subject. The College has held this world-leading place in Performing Arts for the three successive years, while Music is a new subject introduced to the rankings this year.

Staff

The RCM has over 250 members of professorial (teaching) staff and over 100 teachers in the Junior Department - the majority of whom are busy professionals with worldwide reputations, who include teaching among the various musical activities that they regularly undertake. Their work, and the work of the College as a whole, is supported by a team of over 100 administrative staff.

Location

The RCM benefits from its particular location in South Kensington - one of the most attractive and interesting parts of central London. The area is well-served by public transport: South Kensington tube station is within ten minutes' walk; several bus routes pass the Royal Albert Hall. Kensington Gardens and the renowned museums of Exhibition Road, the Natural History Museum, the Victoria & Albert Museum and the Science Museum, are only a short walk away; Imperial College of Science, Technology & Medicine is next door; the Royal College of Art and the Royal Albert Hall are just across the road. The area, known originally as Albertopolis, emerged as a location for national institutions in the arts and sciences after the Great Exhibition of 1851 largely because of the enthusiasm of Prince Albert. Relationships with neighbouring institutions are friendly and supportive.

Department / Faculty

Led by the Academic Registrar, the Registry deals with all aspects of admissions and student administration for the RCM's tertiary programmes: from enquiries, application, audition and enrolment to assessment, progression and graduation. As well as all aspects of programme administration, the Registry manages the College's online practice room booking system, and provides support to students seeking advice on a wide range of subjects, including international student support.

How to Apply

To apply, please complete our **1) Application form** and **2) Equal Opportunities form**, available to download from the [RCM website](#), and submit in PDF or Word format to recruitment@rcm.ac.uk

Please ensure that you include the Job Reference Number and state clearly the title of the post for which you are applying. CVs without an application form cannot be accepted.

Closing date **9am Wednesday 22 May 2024**

Applications received after the stated closing date will not be considered.

Interview date **Thursday 6 June 2024**

With some roles at the RCM second interviews may take place.

There will be a short written test and a task to prepare a 5-minute presentation. Further details will be passed to shortlisted candidates in due course.

If you have any questions about this position or the application process please contact a member of the recruitment team on; recruitment@rcm.ac.uk. If you need to receive this documentation in a different format, such as large print or are not able to submit an application electronically, then please contact us to discuss your requirements.

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Nicola Peacock
Deputy Academic Registrar
April 2024

