

## **Student Support Reps Role Description 2019/2020**

Deciding to start University can be a daunting prospect, especially for international students who may be visiting the UK, or even leaving home for the first time in their life. Here at UEA we have a diverse community of nearly over 3,000 international students representing 120 nationalities and we look forward to welcoming more to the University each year.

We are now looking for current British and international students who will be continuing their studies at UEA in 2019/2020 to take on the exciting role of a Student Support Rep to support international students during their time here. To be eligible you will need to have studied at UEA for at least one semester prior to September 2019 and interested in helping to support the work of the International Students Advisory Team in the Student Support Centre.

This exciting opportunity will give you the chance to meet and work with others, develop valuable transferrable skills, make friends and have fun through a combination of paid and voluntary roles.. Paid work will typically be during the International Orientation days taking place in September and January.

### **What is a Student Support Rep?**

The Student Support Representative, or Rep, is a current UK, EU or International UEA student with an interest in international student affairs. You will work closely with ISAT, based in the Student Support Centre on a number of projects throughout the year with an emphasis on enhancing international students' experiences. You will play a key role in supporting the UEA Language Support schemes and working during the new student arrival supporting new international students at UEA.

### **Being a Student Support Rep you are must commit to the following:**

1. Be back in the UK and attend the training session on Wednesday 18<sup>th</sup> September 2019
2. Work during the Arrival and Orientation Week 19-22 September 2019 and January 2020
3. Be a Language Support Buddy, which equals 6 hours volunteering (minimum requirement)
4. Provide feedback and be a voice for students

Further commitment will be left to you, but ISAT welcomes further involvement.

More information about your involvement in arrivals, orientation and the Language Support buddy programme is available below.

### **What does a Student Support Rep do?**

The role of a Student Support Rep will be varied and will include:

- Welcoming new international students to UEA.
- Assisting with the International Orientation programme in September and January.
- Supporting the Language Support Buddy scheme by meeting weekly for 6 weeks one to one with an international student to practise their English.
- Supporting the activities of the Conversation Club.
- Trip and Event leader

### **Details on the Main Rep Roles**

#### **Arrivals and Orientation**

Everyone is required to work (paid) over the arrivals and orientation period. Reminders will be emailed over the summer. Job allocation will be done over summer and you will be emailed with more information.

You will be required to be at UEA and available on:

- Wednesday 18th September 2019 for mandatory training session
- Thursday 19<sup>th</sup> – Sunday 22<sup>nd</sup> September 2019 for International Student Arrival and International Orientation Days

Some of the roles over this week include:

- Welcoming new students on arrival to UEA
- Transport assistance to UEA residences
- Meet and Greet Service at Heathrow airport, Norwich Airport
- Campus Tours
- Visa Collections
- Support the running of Student Orientation Station(SOS) and its activities
- Deliver presentations to students (already prepared presentations) during Orientation

We expect from you:

- Be available for the briefing/training session and the arrival and orientation days
- Check your emails over the summer (from August) for updates and role assignments
- Reply promptly to any emails or communication requiring it
- Set up your employability contracts before working in September
- Attend everything you have signed up for

### **Language Support Buddy**

You will be supporting international students informally to help develop and practice their conversational English. Early in the autumn term, you will be matched with up to 2 students to meet one-to-one for an 6 week programme. They can then go to the Conversation Club for further supporting in practising their English.

ISAT manages the programme, but the 6 week programme is delivered by you. Find out which areas of English your buddy wants to focus on. This could be different each week. Work with your buddy to tailor the sessions to their needs. However, you must be comfortable to deliver the sessions. You and buddy should agree how and what will be discussed. Also work with their interests, as well as your own, and with current issues, themes, etc. to help with the conversation.

In the 5<sup>th</sup> week of the cycle we will remind both of you that the next week is your final one-to-one meeting and will encourage you to attend the Conversation Club to introduce your buddy to the group. We will contact you again to check that you are happy to take on another language buddy and then will send you their name and details. There are resources available online to help support and give you ideas for your sessions.

You are expected to:

- Meet weekly for 6 weeks (1 hour per week is the minimum commitment)
- Make contact with your buddies regularly
- Make the ongoing communication happen – contact them, do not wait for them to contact you
- Provide friendly informal support to help your international student to gain confidence in speaking English
- Attend the Conversation Club during week 6 of your programme
- Give us feedback at the end of your 6 week programme
- Contact us if you have any concerns or the student wishes to stop

You are NOT expected to:

- Proofread any work
- Take notes or write up notes
- Translate text
- Provide academic support
- Deal with difficult situations

### **What can you expect from us?**

ISAT will work closely with you throughout your time as a Rep to ensure that you are provided with the necessary training and support to fulfil your role. During May, we will have a briefing session to explain the role and responsibilities of Student Support Reps. On the Wednesday 18th September we will have a mandatory training session for Reps, covering the roles and responsibilities on the Arrival and Orientation Days.

### **What do we expect from you?**

As a Student Support Rep you will not only be responsible for promoting the many benefits of UEA to new students but will also be acting on behalf of ISAT. We therefore expect you to be committed to the work and positivity influencing other students' experiences. You will be expected to be reliable, punctual and professional in your role as a Rep. You will also be required to commit to regular volunteering for at least 6 hours on the Language Support Buddy Scheme. We are very aware of your academic commitments and will always work with you to ensure that this is given priority.

### **How do you apply to be a Student Support Rep?**

Please complete an application form to apply for a Student Support Rep position. If you are currently studying abroad and would like to apply but will not be in the UK for the interviews or briefing, please explain this in a covering letter or email with your application and we can make alternative arrangements.

All applications should be returned to [isat@uea.ac.uk](mailto:isat@uea.ac.uk), or handed in to the Student Support Centre Reception, marked for the attention of ISAT.

**Applications will be closed on 3 May 2019.**

If your application is successful:

1. Briefing session will be the week 20<sup>th</sup> May (to be confirmed)
2. Mandatory Training session Wednesday 18th September, time TBC

If you would like more information or have any questions, please contact Paul Hartzler at [s.peterscorbett@uea.ac.uk](mailto:s.peterscorbett@uea.ac.uk) or 01603 592901