Deputy Head of International Student Journeys

Department	Student Experience (www.strath.ac.uk/sees/)		
Directorate	Student Experience And Enhancement Services (www.strath.ac.uk/sees/)		
Staff Category	Administrative and Professional	**Reference No**	840778
Reports To	Head of International Student Journeys	**Grade**	8
Salary Range	£47389 - £58225	**Contract Type**	Open Contract
FTE	1 (35 hours/week)	**Closing Date**	23/09/2026
Working Arrangements	Hybrid. The standard requirement across the University is that at least three days per week (based on 1FTE) will be spent working on-site (with flexibility as appropriate).		
Work Location	Teaching and Learning Building		

Job Advert

The University of Strathclyde is seeking an experienced and collaborative leader to join the Student Experience Directorate as Deputy Head of International Student Journeys.

This is a key leadership role responsible for the operational management and continuous development of the University's Visa Compliance and International Student Support services. Working within a complex and evolving regulatory environment, the postholder will play a critical role in ensuring the University continues to deliver high-quality services that support international student experience while maintaining compliance with external regulatory requirements.

Reporting to the Head of International Student Journeys, the successful candidate will provide leadership across a range of operational, compliance and student experience activities, contributing to Directorate priorities, institutional projects and continuous service improvement initiatives.

The role offers an exciting opportunity to influence service development, lead change, manage high-performing teams and contribute to the University's strategic ambitions for international student recruitment, support and success.

Applicants may use tools such as AI to support their application; however, all submissions must accurately reflect their own experience and understanding. The University reserves the right to verify the authenticity of application materials and may reject applications where concerns arise.

Job Description

Brief Outline of Job:

As Deputy Head of International Student Journeys, you will provide operational leadership for the Visa Compliance and International Student Support teams, ensuring the delivery of high-quality, student-centred services that support both the University's internationalisation ambitions and regulatory obligations.

Working closely with the Head of International Student Journeys, you will contribute to service planning, operational management, policy development and resource allocation across the service. You will play a key role in ensuring that the University's arrangements for international student support and immigration compliance remain effective, responsive and aligned with changes in legislation, regulation and sector expectations.

The postholder will lead service improvement initiatives, contribute to Directorate and University-wide projects, provide specialist advice to senior stakeholders and deputise for the Head of International Student Journeys as required.

Through effective leadership, partnership working and operational oversight, the role will support the delivery of an excellent international student experience while safeguarding institutional compliance and operational resilience.

Main Activities/Responsibilities:

1. Contribute to the strategic and operational leadership of International Student Journeys, including service planning, policy development, workforce planning, budget management and resource allocation.
2. Lead the monitoring and evaluation of the University's compliance with Student Route sponsorship requirements, Home Office reporting metrics and associated regulatory obligations, identifying risks and recommending mitigating actions.
3. Deputise for the Head of International Student Journeys and contribute to the management of the University's Student Sponsor Licence, including Basic Compliance Assessment performance, CAS allocation management and regulatory assurance activities.
4. Develop, review and implement immigration compliance policies, procedures and operational guidance, ensuring alignment with legislative requirements, sector best practice and institutional objectives.
5. Provide leadership and oversight of specialist immigration advice and international student support services, ensuring high standards of service delivery, compliance and student experience.
6. Design and deliver specialist training, guidance and communications to staff across the University, supporting institutional understanding of immigration compliance responsibilities and international student support requirements.
7. Lead preparations for external audits, inspections and compliance reviews, coordinating internal assurance activities and ensuring appropriate records, evidence and processes are maintained.
8. Provide strategic oversight of international student welcome, registration and transition activities, working collaboratively across the University to deliver a positive and inclusive student experience.
9. Lead the review and continuous improvement of international student welcome, registration and support activities, using evidence and stakeholder feedback to enhance service quality and effectiveness.

10.	Contribute to the delivery of Directorate and University priorities through participation in cross-functional projects, strategic initiatives, institutional committees and operational planning activities.
11.	Monitor and interpret developments in immigration legislation, government policy, regulatory frameworks and sector guidance, assessing implications for the University and supporting the implementation of appropriate responses.
12.	Lead service improvement and change initiatives across International Student Journeys, identifying opportunities to improve efficiency, resilience, customer experience and regulatory assurance.
13.	Build and maintain effective relationships with internal and external stakeholders, representing International Student Journeys at University committees, sector forums and partnership meetings as required.

Person Specification

Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

E1 Degree or equivalent professional qualification, or significant relevant experience in a related field

E2 Evidence of continuing professional development relevant to immigration compliance, student services, leadership or management

D1 Professional membership or recognised professional accreditation relevant to immigration advice, compliance, student services, leadership or management

Experience

E3 Significant experience of working within Higher Education, including the interpretation and application of UK immigration legislation, Student Route sponsorship requirements and policies affecting international students.

E4 Experience of leading, managing and developing teams and services within a large and complex organisation.

E5 Experience of leading service development, organisational change and continuous improvement initiatives.

E6 Experience of managing compliance or operational risk, including analysis, assurance activity and the provision of evidence-based recommendations.

E7 Experience of working collaboratively with senior stakeholders to influence decision-making, develop policy and deliver organisational objectives.

E8 Experience of developing, implementing and reviewing policies, procedures and systems within a compliance, regulatory or Higher Education environment.

D2 Experience of preparing for or supporting external regulatory inspections, audits or assurance reviews.

Job Related Skills and Achievements

E9 Ability to interpret complex legislation, regulatory requirements and policy frameworks and translate these into practical operational guidance.

E10 Ability to analyse complex information, assess risk and provide evidence-based recommendations to support decision-making.

E11 Ability to think strategically and translate strategic objectives into operational plans, priorities and measurable outcomes.

E12 Ability to lead organisational change, service improvement and stakeholder engagement across multiple teams and departments.

E13 Excellent communication, influencing and relationship-management skills, including the ability to present complex information clearly to a range of audiences.
E14 Highly developed problem-solving skills and the ability to exercise sound judgement when managing complex, sensitive or non-standard cases.
E15 Ability to lead, motivate and develop teams to deliver high-quality services and achieve organisational objectives.
Personal Attributes
E16 Demonstrates sound judgement, resilience and professionalism when operating within complex and evolving environments.
E17 Highly organised, adaptable and able to manage competing priorities and multiple workstreams effectively.
E18 Collaborative and relationship-focused, with the ability to build credibility and trust across a wide range of stakeholders.
E19 Proactive and solution-focused, with a commitment to continuous improvement and service excellence.

Application Procedure

Applicants should visit Strathclyde's vacancies portal and complete an online application form including the name of three referees who will be contacted without further permission, unless you indicate you would prefer otherwise. Applicants should also submit a Curriculum Vitae and a covering letter detailing the knowledge, skills and experience you think make you the right candidate for the job. Applicants should also complete the Equal Opportunities Monitoring Form.

The University of Strathclyde encourages the recruitment of disabled and neurodivergent candidates. If you require any reasonable adjustments or support at any stage of the recruitment or application process, please contact us at humanresources@strath.ac.uk, and we will be happy to assist you. This includes supporting you with the option to submit a paper application or a CV instead of completing the online application form.

Interviews

The University is a Disability Confident Employer and operates a guaranteed interview scheme for disabled candidates who meet all the essential criteria for the post that they are applying for.

Other Information

Further information on the application process and working at Strathclyde can be found on our website (http://www.strath.ac.uk/hr/workforus).

Informal enquiries about the post can be directed to Yet Yau, Head of International Student Journeys (yet.yau@strath.ac.uk).

Conditions of Employment

Conditions of employment relating to the Administrative and Professional staff category can be found at: Conditions of Employment.

Rewards and Benefits

Our comprehensive benefits package, including generous annual leave, family-friendly benefits, flexible work options, and a commitment to continuous learning, reflects our appreciation for the valuable contributions of our colleagues.

We understand that each staff member has unique priorities and lifestyles, so our diverse benefits ensure there is something for everyone, details of which can be found on our Rewards and Benefits webpage.

- **Financial Rewards:** We provide attractive financial packages, including competitive salaries, relocation support for employees and a generous pension scheme, with university contributions of 14.5%.
- **Work-Life Balance:** We are dedicated to enhancing healthy work-life balance for our employees. We offer generous annual leave, an additional annual leave purchase option, flexible and agile work arrangements.
    - Annual Leave: Generous entitlement of 31 days, in addition to 11 public holidays and University closure days.
    - Additional annual leave purchase: Option to request purchase of 2 weeks' additional annual leave per year.
    - Flexible and agile working: The University provides flexible work arrangements. You can request arrangements that fit you and your role, such as hybrid, part-time, compressed hours, term-time, adjusted shifts, staggered hours. These requests can be made from the first day of your employment.
- **Family Friendly Benefits:** We offer a variety of enhanced family-friendly benefits to support our employees in balancing work and family responsibilities. These include Maternity Leave, Paternity/Maternity Support, Adoption Leave, Shared Parental Leave, Parental Leave, Carers Leave and support, Family Friendly Research & Scholarship Leave, and access to our on-campus nursery.
- **Career Development:** Our commitment to personal development is reflected in initiatives such as professional courses, subsidised educational programs, coaching and mentoring, leadership development, secondment opportunities, and access to our library.
- **Health & Wellbeing:** We place high importance on the safety, wellbeing, and health of all our staff and offer discounted Strathclyde Sport membership, an Employee Assistance Programme (EAP), Occupational Health Service, and Cycle to Work scheme.
- **Recognition Awards:** At Strathclyde, we place a strong emphasis on acknowledging and rewarding our staff's commitment and exceptional contributions. This is demonstrated through our Long-Service Awards and our Values-based Strathclyde Medals.

Pre-Placement Health Screening

If you are offered a job with us, you'll be encouraged to let us know about any disability, medical condition, or neurodivergence you have by completing a confidential pre-placement health questionnaire. Completing the questionnaire is entirely voluntary but by doing so we can put in place the right support and make any reasonable adjustments before you start.

Probation

Where applicable, the successful applicant will be required to serve a 12 month probationary period.

Pension

The successful applicant will be eligible to join Universities' Superannuation Scheme. Further information regarding this scheme is available from Payroll and Pensions.

Relocation

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them. Further details are outlined in the Relocation Policy.

Equality and Diversity

The University of Strathclyde is a socially progressive institution that strives to ensure equality of opportunity and celebrates the diversity of its student and staff community. Strathclyde is people-oriented and collaborative, offering a supportive and flexible working culture with a deep commitment to our equality, diversity and inclusion charters, initiatives, groups and networks.

We strongly encourage applications from Black, Asian and minority ethnicity, women, LGBT+, disabled candidates and candidates from lower socio-economic groups and care-experienced backgrounds.

The University currently holds an Athena Swan **Silver award**, recognising our commitment to support and transform gender equality within higher education and research.

University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. Our Values have been derived from how we act and how we expect to be treated as part of Strathclyde.

In delivering **our People Strategy**, we will contribute, act, and make decisions guided by these values.

- **People-oriented:** committed to our staff and students, providing opportunities, and investing in their development.
- **Bold:** confident and challenging in what we do, and supportive of embracing appropriate and managed risk in our decision-making.
- **Innovative:** focused on discovering and applying knowledge with impact and encouraging creative thinking and new ideas.
- **Collaborative:** working together, with our colleagues and external partners, with integrity and in an open, respectful way.
- **Ambitious:** for our institution, staff and students as well as supporting the ambitions of our partners.