Advertisement

**Post Title:** International Student Support Assistant  
**School / department:** International Student Support, Student Experience  
**Hours:** full time or part time hours considered up to a maximum of 36.5 hours per week. Requests for flexible working options will be considered (subject to business need). This role needs to be covered during core hours, 9am - 5pm Monday to Friday, but full-time or job share will be considered  
**Contract:** 12 months FTC or on the return of the substantive post holder (whichever is sooner)  
**Reference:** 2588  
**Salary:** Starting at £21,814 and rising to £25,217 per annum  
**Placed on:** 8 November 2019  
**Closing date:** Friday 29 November 2019  
**Expected interview date:** Monday 9 December 2019  
**Expected start date:** ASAP

Can you help us to deliver an exceptional international student experience? From its foundation, Sussex has had an international perspective to its academic activities and its outlook. Today, around one in four of our students comes from outside the UK, with over 120 nationalities represented on our campus. Providing high quality support is essential to developing our international reputation and sustaining our recruitment of talented international students.

We are seeking to appoint an enthusiastic and self-motivated individual to join our committed and busy International Student Support team to help us deliver an efficient and valued service to cover an internal secondment. This post covers a range of administrative and front desk duties and is one of the first points of contact for enquiries from staff, students and visitors for whom many English is not their first language. You will require excellent communication and interpersonal skills, as well as a friendly and outgoing personality. Flexibility, a ‘can do’ attitude and willingness to work occasional evenings and weekends will be part of the role.

For full details and how to apply see our [vacancies page](#).

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*
2. The Division

Student Experience

The Student Experience Directorate provides a range of administrative, academic and support services focussed on improving the student experience, both directly to students and also to colleagues in Schools and Departments.

Key Services:

- Careers and Employability Centre
- Chaplaincy
- Counselling, Health and Wellbeing
- International Student Support
- Student Life Centre
- Student Support Unit
- Sussex Regional ACCESS Centre
- Student progress and administration
- Technology and enhanced learning
- Registration, assessment, compliance
- Academic quality
- Student Experiential Services

International Student Support

Around one in four of students at the University come from outside the UK, with over 120 nationalities represented on our campus, and this post is based within International Student Support which offers specialist advice, guidance and support to those students, both before their arrival and during their studies at Sussex. The small team is split into international student advice and international student experience, with the Head of International Student Support overseeing the work of both teams.

3. Job Description for the post of International Student Support Assistant

Department International Student Support
Division Student Experience
Location Bramber House
Grade 4

Responsible to International Student Support Officer
Responsible for N/A

Purpose of the post

The post holder’s primary role is to share front desk duties with the other International Student Support Assistant and they will play an important role in contributing to, and
supporting, the provision of immigration advice and other services to international students. They will assist the Head of International Student Support and other staff to ensure the smooth running of the office. The post will be covering an internal secondment.

Main duties:

1. **Provide prompt, accurate and effective in-person, email and phone advice and support to prospective and current international students on a range of issues.**
   - With the other International Student Support Assistant, provide and co-ordinate a reception service and act as a first point of contact for enquiries (from students, parents, staff and others) to the International Student Support office.
   - Provide welfare advice and support to international applicants, students and their dependants, from pre-arrival to graduation, on a range of issues including banking, childcare, welfare services etc.
   - Signpost students to University services and external organisations that meet their needs.
   - Where necessary, liaise on behalf of international students when dealing with external agencies (for example, with queries about council tax, national insurance, NHS eligibility etc) and internal University departments relating to finance and other issues.
   - Deal with post, email, telephone and social media enquiries including overseeing the International Student Support email account, and replying to enquiries or forwarding them to the relevant office.
   - Produce ‘proof of student status’ letters required by international students when opening a bank account and for Schengen visa applications.

2. **Support the provision of immigration advice to international students and the University’s compliance with its Tier 4 Student sponsorship duties.**
   - Make appointments for students with a member of the immigration advice team and filter telephone calls appropriately.
   - Package and send visa documents to UK Visas and Immigration (UKVI) , receiving and securely storing returned applications and liaising with students about their documents and applications.
   - Contribute to the provision of immigration advice (when trained), operating within Level 1 of the OISC’s Guidance on Competence to provide ‘initial advice’ to prospective and current international students who require information about UK immigration procedures and visa extensions. (Referring students who require detailed guidance and assistance to a member of the immigration advice team , who operate up to, and including, Level 2).
   - Assist the immigration advice team where necessary by, for example, helping at visa extension workshops.
   - Assist with the availability of relevant and appropriate visa information to students and follow up queries as necessary.
   - Assist students who have errors on their visa, referring any complex cases to a member of the immigration advice team. Assist with scanning the visas/passports of international students and recording other immigration information as required as part of the University’s immigration sponsorship duties.

3. **Office administration**
   - Ensure that adequate supplies of stationery are maintained and responsibility for ordering new supplies.
   - Raise purchase orders and orders on behalf of International Student Support and ensure the timely payment of incoming and outgoing invoices.
• Undertake routine filing and record keeping, data entry and other administrative tasks.

4. Other
• Create content, schedule posts, and monitor engagement across the International Student Support social media accounts.
• Assist the International Student Support Officers with special projects, including One World Week, as well as planning and running day-trips, and social activities, and events as part of the welcome and induction programme.
• Co-ordinate the Heathrow Airport ‘Meet and Greet’ coach booking service ie take and process bookings, deal with enquiries and maintain spreadsheets.
• Be part of the team welcoming new students at Heathrow / Gatwick Airports during Welcome Weekend in September, including, where necessary, supervising student helpers and ensuring compliance with the Home Office requirements with regard to meeting under 18s at airports.
• Write and circulate communications via email to inform international students about activities and services of relevance to them.
• Photocopy handouts and keep office displays up to date.
• Undertake other duties appropriate to the grade as directed by the International Student Support Officers.

7. Person specification

SKILLS / ABILITIES

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Excellent interpersonal, written and verbal communication</td>
<td>✓</td>
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<td>Proficiency with computer software (Microsoft Office), email, databases and use of internet</td>
<td>✓</td>
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<td>Excellent organisational skills</td>
<td>✓</td>
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<td>Accuracy and attention to detail</td>
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<td>Ability to juggle multiple tasks and work calmly</td>
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<td>Ability to use initiative and to adopt an active approach to problem solving</td>
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<td>Sensitivity to cross-cultural issues</td>
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<td>Ability to deal with students and other visitors in a friendly, patient and helpful manner</td>
<td>✓</td>
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KNOWLEDGE

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<tr>
<td>Understanding of the UK higher education sector and the needs of international students in the UK</td>
<td>✓</td>
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<td>Basic understanding of immigration regulations which are applicable to international students coming to the UK, in particular Tier 4 of the Points Based system</td>
<td>✓</td>
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EXPERIENCE

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<td>Previous experience of working in a busy front line/reception role</td>
<td>✓</td>
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<td>Experience of work relating to student support</td>
<td>✓</td>
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<td>Experience of working as a flexible team player who can also work independently</td>
<td>✓</td>
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<td>Experience of organising events</td>
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<td>Experience of using social media to reach and engage a target audience</td>
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**PERSONAL ATTRIBUTES AND CIRCUMSTANCES**

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<tr>
<td>An outgoing and friendly personality</td>
<td>✓</td>
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<td>A flexible approach to work, which will entail occasional evening and weekend commitments</td>
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<td>A responsible and flexible attitude</td>
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<td>A commitment to equality of opportunity</td>
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**QUALIFICATIONS**

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<tr>
<td>Educated to A Level (or equivalent)</td>
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<td>✓</td>
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<td>GCSE (or equivalent) Maths and English Grades A* - C</td>
<td>✓</td>
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Date: November 2019