



## 1 Advertisement

**Post Title:** International Advice Assistant

**School/department:** Student Advice and Guidance

**Hours:** Full time or part time hours considered up to a maximum of 36.5 FTE  
Requests for flexible working options will be considered (subject to business need).

**Contract:** Permanent

**Reference:** 8909

**Salary:** starting at £22,254 to £25,627 per annum, pro rata if part time.

**Placed on:** 13 June 2022

**Closing date:** 29 June 2022. Applications must be received by midnight of the closing date.

**Expected Interview date:** To be confirmed

**Expected start date:** To be confirmed

We are seeking to appoint an International Advice Assistant to support the provision of information, advice and guidance to international students, particularly immigration advice. The post-holder will be an excellent communicator with an eye for detail and be able to clearly explain complicated information in a clear and effective manner. Knowledge of student immigration legislation and a high level of cultural awareness and empathy are essential.

Working in a small team of international student advisers, you will be dealing directly with students and helping to effectively triage queries. Experience of working in a busy student support area and a commitment to delivering a high-quality student experience are essential.

Please contact James Gordon, [J.Gordon@sussex.ac.uk](mailto:J.Gordon@sussex.ac.uk), Joanne Chee, [J.M.Chee@sussex.ac.uk](mailto:J.M.Chee@sussex.ac.uk) or Nicola Short, [N.L.Short@sussex.ac.uk](mailto:N.L.Short@sussex.ac.uk) for informal enquiries.

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 School / Division**

Please find further information regarding the school/division at <http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience>

## **3. Job Description**

Job Description for the post of: International Advice Assistant

**Department:** Student Advice and Guidance

**Division:** Student Experience

**Location:** Bramber House/Student Centre

**Grade:** 4

**Responsible to:** International Student Adviser

**Responsible for:** N/A

### **Purpose of the post**

This post offers the opportunity to work within the Student Advice and Guidance area which provides Information, Advice and Guidance to students, including immigration and wider information on matters relating to international students. Working as part of a team, you will communicate directly with students to offer information and clear guidance in a friendly, supportive, discreet and professional manner.

You will assist with the day to day support and communication for the International Student Advisor team specifically, to ensure the effective triage and handling of requests for advice and support for the team.

### **Main Duties and Responsibilities**

- 1. Support the provision of immigration advice to international students and the University's compliance with its sponsorship duties.**
  - To provide frontline immigration guidance and assistance to current and prospective international students.
  - To filter and respond to all student-related immigration enquiries from staff and students via phone, email, social media, and in person, referring on complex cases to an international student adviser.
  - To provide guidance to students on the requirements for Student visa sponsorship and check initial eligibility for Student visa extensions, including guidance on the required documentation and application process.
  - To support the delivery of student appointments and keep up to date with relevant changes to student information including specific information for international students.
  - To maintain accurate case records for students, record relevant outcomes, and keep up-to-date statistics on service usage using a range of systems e.g. CMS.

- To support the international student advisers to develop systems and processes relating to the provision of advice and assistance on a range of issues to prospective and current students, and their dependants.
- To support the delivery of the police registration process at Sussex for all relevant students.
- To support students who have lost their BRP/visa overseas and in the UK, referring on any complex cases.
- To support students who have errors on their visas.
- To ensure information is accurate and up to date in relation to international student webpages and all spaces where this information would be accessed. To work effectively, internally, with the wider Advice and Guidance team and wider professional services as well as academic departments and, externally, with the Home Office and other relevant agencies, making onward referral of student cases to the international student advisers where appropriate.
- To support the international student advisers to deliver talks and events such as information sessions on visa requirements for students and staff.
- Under the guidance of the international student advisers, to continually update knowledge of immigration legislation, UK visas and Immigration (UKVI) policy and developments that affect current and prospective students and their family members, and to do so by reading guidance, attending relevant training, courses and conferences and liaising with external organisations, in particular the UK Council for International Student Affairs (UKCISA).
- To assist the international student advisers to develop information for international students, their families and staff, and to be proactive in updating information and guidance, including web content across the University, and exploring opportunities for using social media and new technologies to engage applicants and current students.
- **Support the wider remit of the International Student Experience** Participate in the delivery of immigration and wider international advice (where appropriate) for applicants, current students and graduates by providing a detailed triage function to ensure appropriate referrals are made to the International Student Advisor team
- To offer support and referral services to international applicants and students
- To assist with the 'student experience' including being part of key transitions, such as Welcome and attending engagement events and other social activities during the year as required.
- To ensure compliance with legal and regulatory requirements in respect of equality and diversity, data protection, copyright and licensing, security, financial and other University policies and procedures, as appropriate.

## 2. Other duties as assigned by the international student advisers

- To undertake any other duties assigned by the international student advisers

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

#### 4. Person Specification

##### SKILLS / ABILITIES

	Essential	Desirable
Excellent interpersonal skills, with the ability to communicate effectively (both orally and in writing) with a wide range of individuals and organisations	✓	
Highly effective organisational skills with the ability to work unsupervised using own initiative and collaboratively as part of a team, making appropriate referrals when necessary	✓	
Very good listening and negotiation skills	✓	
Ability to understand complicated regulations and procedures, and explain these in a clear and effective manner	✓	
Ability to analyse problems and identify potential solutions	✓	
Excellent organisational skills, including ability to plan, prioritise and manage own workload in a fast moving environment	✓	
Sound and accurate IT skills (word processing, email, databases, spreadsheets) including experience of writing website content and printed materials for an international audience	✓	
A commitment to finding innovative ways to engage students in how to prepare for practical matters relating to student life	✓	
Competence in accurate record keeping	✓	
Reliable, resilient and able to work under pressure	✓	

##### KNOWLEDGE

	Essential	Desirable
Working knowledge of immigration legislation which is applicable to international students coming to the UK, in particular the Student route of the Points Based system and related compliance issues	✓	
Understanding of the international student experience in the UK, showing a high level of cultural awareness and empathy	✓	
Knowledge of data protection, confidentiality and record keeping requirements	✓	

##### EXPERIENCE

	Essential	Desirable
Proven experience in a role which involves the provision of student immigration services or an equivalent /	✓	

relevant student support area		
Experience of providing high quality customer service and productive relationship building with internal colleagues and external contacts	✓	
Experience of working in a professional service based, client facing team; to include planning work collectively, thinking creatively and problem solving	✓	
Experience of working in an environment where tasks must be completed within strict deadlines while under pressure and requiring a high level of accuracy and attention to detail	✓	

#### QUALIFICATIONS

	Essential	Desirable
Educated to A Level (or equivalent)	✓	
UKCISA / relevant immigration training		✓

#### PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
Willingness to undertake further training and development	✓	
Willingness to work outside of normal office hours at certain times	✓	