International Student Support, Student Services
Assistant International Student Adviser
Permanent, full time
Salary range: starting at £20,624 to £23,879 per annum
Closing date for applications: 4 November 2016
Interviews to be held: 17 November 2016

The University's International Student Support service seeks an enthusiastic and well-organised Assistant International Student Advisor to join our committed and friendly team.

You will support the work of the specialist international student advisers in the provision of immigration advice and guidance to international students, thereby contributing to enabling students subject to immigration controls to study at the University whilst helping to ensure that the University maintains its Tier 4 sponsor status.

Working at Level 1 of the Code of Standards of the Office of the Immigration Services Commissioner (OISC), you will give basic immigration advice, complete Tier 4 pre-application checks, and filter enquiries to provide effective triage for the international student advisers. You will share the cover of our busy reception desk and will contribute to the wider duties of the International Student Support team, including assistance with the international welcome programme and airport meet-and-greet service.

You will work closely with colleagues across the institution and play a key role in the delivery of a pro-active, professional service which aims to enhance the international student experience in line with the University's strategic objectives.

The post will suit an individual in their early stages of a career in International Advice who is committed to supporting international students through all the transitions that make up their academic journey, ensuring a positive and enjoyable student experience of the UK and the University of Sussex. You will be able to demonstrate that you have 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 www.sussex.ac.uk/jobs

The University of Sussex is committed to equality of opportunity

2. Senior leadership and management

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the three Pro-Vice-Chancellors, the Registrar and Secretary, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Pro-Vice-Chancellors.

The Registrar and Secretary heads the Professional Services of the University. In addition, under the University Statutes, the Registrar and Secretary is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor. The Director of ITS reports to the Registrar and Secretary, and the Librarian reports to one of the Pro-Vice-Chancellors.
3. **Professional Services / Student Services / International Student Support**

The Professional Services comprise approximately 750 staff across eleven main divisions. The budget is approximately £12m a year.

Reporting to the Registrar and Secretary, the Professional Services are organised as follows:

- Academic Registry
- Communications & External Affairs
- Development and Alumni Relations
- Health, Safety and Environment
- Human Resources
- Planning, Governance and Compliance
- Research and Enterprise
- Residential and Campus Services
- Student Recruitment and Marketing
- Student Services
- Finance

The University’s professional services also include the Finance Division, with the Director of Finance reporting to the Vice-Chancellor.

The professional services support within each of the eleven Schools of Studies is headed by a School Administrator who reports to their Head of School.

**Student Services**

The Student Services division within Professional Services is headed by the Director of Student Services, Claire Powrie, and comprises:

- Careers and Employability Centre
- Chaplaincy
- Health and Wellbeing
- International Student Support
- Residential Student Support
- Student Life Centre
- Student Support Unit
- Sussex Regional ACCESS Centre
- University Counselling Services
- Widening Participation

These specialist services are staffed by teams of dedicated, multi-disciplinary professionals who use their expertise to support, advise and guide a diverse body of student learners. Our role is to enable them to be resilient and autonomous in finding ways to overcome barriers to study; to be confident in making decisions; to fulfil their academic potential and thus ensure transition, success and progression.

**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.

4. **Job Description for Assistant International Student Adviser**

- **Department**: International Student Support
- **Division**: Student Services
- **Location**: Bramber House
- **Grade**: 4 (four)
- **Responsible to**: International Student Adviser
- **Responsible for**: N/A

**Purpose of the post**

To work as part of the International Student Support team, supporting the specialist international student advisers in the provision of immigration advice and guidance to international students and, in so doing, enabling students subject to immigration controls to study at the University whilst helping to ensure that the University is able to maintain its Tier 4 sponsor status.

**Main Duties and Responsibilities**

1. **Support the provision of immigration advice to international students and the University’s compliance with its Tier 4 sponsorship duties.**
   - To provide frontline immigration advice and assistance to current and prospective international students up to OISC Level 1 of the Code of Standards of the Office of the Immigration Services Commissioner (OISC).
   - 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 advise students on the requirements for Tier 4 sponsorship and check initial eligibility for Tier 4 extensions, including ensuring that all necessary documents, including financial, meet the Home Office requirements in preparation for the issuing of a CAS.
   - To deliver immigration advice drop in sessions.
   - To provide Tier 4 visa form and document checking appointments for Tier 4 students and their dependants.
   - To maintain accurate case records for students, record relevant outcomes, and keep up-to-date statistics on service usage.
   - To support the international student advisers to develop systems and processes relating to the provision of advice and assistance on immigration issues to prospective and current students, and their dependants.
   - To oversee the police registration process at Sussex for all relevant students and develop reminder systems to ensure students comply with this condition.
   - To oversee the advice and guidance for students who have lost their BRP/visa overseas and in the UK.
   - To oversee and administer the Entry Clearance Correction scheme for students.
• To develop a regular immigration newsletter to inform students of latest developments and updates to immigration rules.
• To work effectively, internally, with other professional services and 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 immigration publications and information for international students, their families and staff, and to be proactive in updating information and guidance, including relevant immigration related web content across the University, and exploring opportunities for using social media and new technologies to engage applicants and current students.

2. Support the wider remit of the International Student Support service

• To share cover of our busy reception desk with the International Student Support Assistant.
• To offer support and referral services to international applicants, students, and their dependants on a wide range of issues such as finance, accommodation, health and personal issues.
• To assist with the ‘student experience’ aspects of the service, including being part of the welcoming team during arrival and induction, and attending welcome 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.

3. Other duties as assigned by the international student advisers

• To undertake any other duties assigned by the international student advisers to help with the smooth running of the immigration advice service and the office in general. These might include both general office duties (such as filing, photocopying and opening post) and more ad hoc jobs (such as preparing student lists).

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.
### SKILLS / ABILITIES

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

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<td><strong>Working knowledge of immigration legislation which is applicable to international students coming to the UK, in particular Tier 4 of the Points Based system and related compliance issues</strong></td>
<td>✓</td>
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<td><strong>Understanding of the international student experience in the UK, showing a high level of cultural awareness and empathy</strong></td>
<td>✓</td>
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<td><strong>Knowledge of data protection, confidentiality and record keeping requirements</strong></td>
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### EXPERIENCE

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<td><strong>Proven experience in a role which involves the provision of student immigration services</strong></td>
<td>✓</td>
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<td><strong>Experience of providing high quality customer service and productive relationship building with internal colleagues and external contacts</strong></td>
<td>✓</td>
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<td>Experience of working in a professional service based, client facing team; to include planning work collectively, thinking creatively and problem solving</td>
<td>✓</td>
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<td>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</td>
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### QUALIFICATIONS

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<tr>
<td>Educated to A Level (or equivalent)</td>
<td>✓</td>
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<td>UKCISA / relevant immigration training</td>
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### PERSONAL ATTRIBUTES AND CIRCUMSTANCES

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<tr>
<td>Willingness to undertake further training and development</td>
<td>✓</td>
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<td>Willingness to work outside of normal office hours at certain times</td>
<td>✓</td>
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