UNIVERSITY OF SUSSEX

1. Advertisement

Ref: 1487

International Student Support, Student Services
International Student Support Assistant
Permanent, full time
Salary range: starting at £20,624 and rising to £23,879
Closing date: 5 January 2017
Expected interview date: 18 January 2017

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 ambitious International Student Support team to help us deliver an efficient and valued service. The post covers a range of administrative and reception duties and will be the first point 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 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
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**

This post is based within International Student Support which offers specialist advice, guidance and support to students who come to the University from outside the UK. The small team helps them to prepare for coming to Sussex, welcomes them when they arrive and supports them throughout their time at the University. As well as playing a key role in enabling students subject to immigration controls to study at the University, whilst helping to ensure that the University maintains its Tier 4 sponsor status, the service aims to enhance the international student experience in line with the University’s strategic objectives.
4. Job Description for International Student Support Assistant

Department: International Student Support
Division: Student Services
Location: Bramber House
Grade: 4
Hours: Full-time
Responsible to: International Student Support Officer
Responsible for: N/A

Purpose of the post

The post holder’s primary role is to act as the office receptionist 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.

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.
   - 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 and telephone 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. General
• Assist the International Student Support Officers with special projects, including One World Week, as well as planning and running events such as the welcome and induction programme, day-trips and social activities.
• 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 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 and social media, 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>
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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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Ability to use initiative and to adopt an active approach to problem solving | ✓ |
Sensitivity to cross-cultural issues | ✓ |
Ability to deal with students and other visitors in a friendly, patient and helpful manner | ✓ |

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<th>KNOWLEDGE</th>
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<th>Desirable</th>
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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>
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<th>EXPERIENCE</th>
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<td>Previous experience of working in a busy front line/reception role</td>
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<td>Experience of work relating to student support</td>
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<td>Experience of working as a flexible team player who can also work independently</td>
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<th>PERSONAL ATTRIBUTES AND CIRCUMSTANCES</th>
<th>Essential</th>
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<tr>
<td>An outgoing and affable 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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<th>QUALIFICATIONS</th>
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<td>Educated to A Level (or equivalent)</td>
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Date: November 2016
Predecessor