

1 Advertisement

Post Title: International Officer

School/department: Student Experience, Student Advice and Guidance

Hours: Full time or part-time hours considered up to a maximum of 1.0 FTE / 37.5 hours. Requests for [flexible working](#) options will be considered (subject to business need).

Contract: Fixed term for 12 months (maternity cover)

Reference: 9482

Salary: starting at £35,333 to £42,155 per annum, pro rata if part-time

Placed on: 25 November 2022

Closing date: 04 January 2023. Applications must be received by midnight of this date.

Expected interview date: to be confirmed

Expected start date: to be confirmed

- The University is seeking to appoint an experienced and motivated International Officer. As one of a small team of specialist advisers, you will play a key role in developing and delivering the specialist welfare and immigration advice service offered by the team to current and prospective international students.
- Managing a varied caseload, you will undertake casework with individual students to support their transition into higher education and subsequent progression through various study levels from prospective student through to graduation.
- Operating at OISC level 2, you will be responsible for accurately interpreting and keeping up-to-date with all relevant legislation relating to UK immigration law and other regulations affecting international students, ensuring that all advice is compliant with the UK Immigration Rules, Student Sponsor requirements and University policies.
- Substantial experience of providing professional and specialist one to one immigration advice and undertaking casework is essential, as is significant experience of working with international students.
- Other essential requirements include a thorough working knowledge of UK immigration law as it relates to prospective students, students, graduates and their dependants and a thorough working knowledge of the range of issues and regulations affecting international students studying in Higher Education in the UK.
- Taking a collaborative approach you will work closely with colleagues across the institution as well as outside agencies and play a key role in the delivery of a pro-active, professional service which contributes to the enhancement of the international student experience in line with the University's strategic objectives.

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

For informal enquiries please contact Nasim Shakoori at n.shakoori@sussex.ac.uk

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

Please note: The University requires that work undertaken for the University is performed from the UK.

2. The School / Division

Please find further information regarding the Student Advice and Guidance team here <https://student.sussex.ac.uk/centre/> and the Division for the Student Experience here <http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience>

3. Job Description

Job Description for the post of: International Advisor

Department:	Student Advice and Guidance
Section/Unit/School:	Student Services
Location:	Bramber House/Student Centre
Grade:	7
Responsible to:	Head of Student Advice and Guidance
Responsible for:	International Advice Assistant

Purpose of the post

1. To provide expert immigration and other specialist advice to current and prospective international students and their dependants at the University of Sussex.
2. To manage a varied and demanding case load and support institutional compliance with immigration legislation.
3. To contribute to the delivery of a pro-active, professional service which enhances the international student experience in line with the University's strategic objectives.

Main Duties and Responsibilities

- To provide confidential welfare and immigration advice to the University's international students and their dependents and to undertake specialist casework as required.
- To understand and ensure compliance with the UK immigration system as it applies to international students and to apply this understanding when advising students.
- To manage own case load, maintaining detailed case notes and statistical data.
- To specialise in student immigration issues, working in compliance with the Code of Standards of the Office of the Immigration Services Commissioner (OISC), up to Level 2 of the competency framework.
- To advise and assist current students on a one-to-one basis with visa extensions; advice on applying for visas outside the UK; bringing dependants to the UK; options for remaining in the UK to work or go on to further study.

- To support students to resolve complex issues they may have in relation to their visa, including refusals, administrative review, temporary withdrawal, overstaying, five year cap, at all times ensuring institutional compliance with immigration legislation.
- To deliver such advice and guidance via booked appointments, drop-in sessions, telephone, email and web interactions.
- To develop systems and processes relating to the provision of advice and guidance on immigration issues to prospective and current students, and their dependants.
- 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 where appropriate (including to immigration solicitors).
- To meet regularly with the University's UKVI Compliance Manager, working together to find solutions to problematic cases, and advising on the practical implementation of new processes to ensure they are consistent with the requirements to maintain the University's Sponsor status.
- To take responsibility for devising and delivering presentations and workshops on visa requirements to students and staff.
- To manage the visa progression of students from the International Study Centre (ISC) and Sussex Centre for Language Studies (to include presentations and advice to students and liaison with relevant colleagues) to ensure successful transition on to their main degree programme.
- 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 line manage the International Advice Assistant.
- To represent the Advice and Guidance team at appropriate meetings and events, both internally and externally, in order to contribute to the development of policy and procedures relating to international students.
- 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.
- To network and build relationships in order to represent the University and its students to external organisations, eg the Police, UKCISA, AISA, the British Council and the Home Office.
- To provide specialist welfare advice, support and referral services to international applicants, students, visiting scholars and their dependants on wider issues such as finance, accommodation, health and personal issues.
- Work directly and collaboratively with the Student Engagement and Enhancement team to design, create and deliver activity that may be needed to support international students as a result of capturing the student voice and listening to feedback.
- To assist in the wider duties of the Advice and Guidance team, including actively participating in the preparation of Welcome and Transition; responding to the needs of international students before, during and in their initial weeks of transition. Play an active part during welcome 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.

4. Person Specification

Person specification

EDUCATION & TRAINING

	Essential	Desirable
Educated to degree level or equivalent	✓	

EXPERIENCE

	Essential	Desirable
Substantial proven experience in a similar role within the Higher Education sector delivering one-to-one immigration advice (to OISC level 2) to international students and undertaking casework	✓	
Experience of providing high quality customer service and productive relationship building with internal colleagues and external contacts	✓	
Experience of maintaining accurate and timely records of client interactions, advice given and follow up work required, whilst demonstrating an understanding of confidentiality and data protection issues	✓	
Experience of working in a professional service based, client facing team; to include setting and delivering on team objectives, planning work collectively, thinking creatively and problem solving	✓	
Experience of contributing to preparations for a UKVI audit		✓
Previous experience in the development of new work processes and procedures	✓	
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	✓	
Training or qualification in advice and guidance work, eg UKCISA Certificate for International Education Professionals		✓

KNOWLEDGE

	Essential	Desirable
Up to date and in-depth working knowledge of immigration legislation which is applicable to international students coming to the UK, in particular Student Visa Route and related compliance issues	✓	
In depth 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	✓	

SKILLS AND COMPETENCIES

	Essential	Desirable
Excellent interpersonal skills, with the ability to communicate effectively (both orally and in writing) with a wide range of individuals and organisations	✓	
Proactive and flexible approach with the ability to work unsupervised using own initiative and collaboratively as part of a team	✓	
Strong negotiation and advocacy skills	✓	
Ability to understand and interpret 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	✓	
Resilience and the ability to perform consistently well in an environment where the pace of work is demanding and pressured	✓	
Ability to remain calm and professional in an environment where clients are sometimes distressed, vulnerable or at risk	✓	
Excellent presentation skills, including the ability to address large groups of students or staff	✓	
Sound and accurate IT skills (word processing, email, databases, spreadsheets) including experience of writing website content and printed materials for an international audience	✓	
Ability to use initiative and to adopt an active approach to problem solving	✓	
Competence in accurate record keeping and report writing	✓	
Experience of line managing staff		✓

OTHER

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

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.

Some occasional evening and weekend work will be required
Additional duties appropriate to the grade and as required to support service delivery

Updated March 2022