



Job description

Visa Support Services Advisor

7 January 2019

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched partnerships with 22 universities in Europe, North America and Asia. We have enrolled over 67,000 students from 166 countries and now have about 1700 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

Role context

INTO is looking for a hardworking, highly responsible and reliable individual with excellent attention to detail to support students applying for visa sponsorship with one of our partner universities.

This permanent post is part of the UK Operations team. The department offers outstanding customer service and efficient and accurate advice on immigration matters to students applying for a visa. The UK Operations department works closely with both internal colleagues, such as the UK Admissions and Enrolment Services departments, as well as external colleagues, such as academic agents, so excellent communication and teamworking skills are expected

Reporting line

The role reports to the Immigration Compliance Manager.

Key accountabilities and duties

Role and responsibilities

- Checking bank statements for visa applicants to make sure they are compliant with Tier 4 visa regulations;
- Organising and conducting mock Tier 4 visa credibility interviews with students;
- Working with the Immigration Compliance team to offer visa (particularly Tier 4 and Short-Term Student Visa) assistance to internal and external stakeholders, such as UK Central Admissions, Enrolment Services, Regional Offices, INTO Joint Venture Centres and students;

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- Managing shared mailboxes, responding to enquiries both accurately and to published service standards;
- Optimise student conversion rates from potential enquiries through good relationship management with key stakeholders - mainly educational counsellors;
- Ensure full compliance with relevant student migration legislation, with responsibility for ensuring the quality of information input on the system. Provide relevant pre-arrival and registration information to students and educational counsellors;

You may also be requested to:

- Attend training courses to develop relevant technical knowledge, techniques and skills;
- Deliver new starter and refresher visa compliance training sessions;

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

The post is based in Brighton. Travel within the UK and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Please see the next page for person specification...

Person specification

	Essential	Desirable
Legal status	<ul style="list-style-type: none"> • Eligibility to work in and travel freely to and from UK 	
Academic qualifications	<ul style="list-style-type: none"> • Educated to A-Level or equivalent standard • Good IT skills and knowledge of Microsoft (Excel, Word, PowerPoint) 	<ul style="list-style-type: none"> • Undergraduate degree or equivalent
Experience, expertise and achievements	<ul style="list-style-type: none"> • Experience of working in a customer focused environment 	<ul style="list-style-type: none"> • Knowledge of UKVI's immigration regulations • Working practice of UKVI's immigration regulations in relation to dealing with Tier 4 students • Understanding of international students' needs, experience of working in student admissions/student services • Knowledge of the education systems in other countries • Use of Salesforce, SITS or another similar database
Skills	<ul style="list-style-type: none"> • High attention to detail and data accuracy • Inherent understanding of the importance of maintaining confidentiality • Excellent command of written and spoken English • Good level of numeracy • Demonstrate exceptional planning and time management skills with ability to multi-task • Excellent communication and interpersonal skills • Ability to build and manage relationships with colleagues and customers from a range of linguistic, ethnic and cultural backgrounds • Be confident talking to senior business figures up to director level • Flexibility and willingness to undertake and learn new tasks • Approachable, and the ability to be assertive and constructive when required • Positive attitudes and behaviours - seeks solutions • Be able to act under instruction with limited supervision 	<ul style="list-style-type: none"> • Language skills • Demonstrably exceptional levels of customer service and care skills, ideally from a professional services or corporate business perspective

	<ul style="list-style-type: none">• Good team player.• Ability to work with clear systems and processes and produce the required management information.	
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