



# Job description

## Visa Support Services Assistant

May 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 21 partnerships with 19 universities in Europe, North America and Asia. We have enrolled over 50,000 students from 166 countries and now have about 1600 employees, based round the world.

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

### Reporting line

The role reports to the Immigration and Compliance Manager

### Job purpose

INTO is looking for a hardworking, highly responsible and reliable individual with excellent communication skills to support students applying for UK visa sponsorship at one of our partner universities

This is a full time position, offered on a fixed-term basis covering the period 1<sup>st</sup> July 2019 to 31<sup>st</sup> January 2020, as part of the UK Operations team. The department has a remit to offer 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 team-working skills are expected.

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## Key accountabilities and duties

### Role and responsibilities

- Liaising with students, agents and regional staff to schedule and conduct mock visa credibility interviews to published service standards
- Managing shared mailboxes, responding to enquiries both accurately and to published serviced standards;
- Supporting the Immigration and Compliance Manager and Visa Support Services Advisors dealing with day to day enquiries and tasks

You may also be requested to:

- Check student bank statements to ensure they meet the requirements listed under the Tier 4 Immigration Rules
- 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.
- Optimise student conversion rates from potential enquiries through good relationship management with key stakeholders- mainly education counsellors

**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, UK. Occasional extra hours may be necessary, and flexibility is required to meet the demands of the post, including occasional weekend working.

## 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 Serviced 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
<b>Legal status</b>	<ul style="list-style-type: none"> <li>Eligibility to work in and travel freely to and from the UK</li> </ul>	
<b>Education/ qualifications</b>	<ul style="list-style-type: none"> <li>Educated to A level or equivalent standard</li> </ul>	<ul style="list-style-type: none"> <li>Undergraduate degree or equivalent</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working in a customer focused environment</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of UKVI's immigration regulations</li> <li>Implementation of UKVI's immigration regulations in relation to dealing with Tier 4 students</li> <li>Understanding of international students' needs, experience of working in student admissions/student services</li> <li>Knowledge of the education systems in other countries</li> <li>Use of Salesforce</li> <li>Use of Skype</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Excellent communication and interpersonal skills</li> <li>High attention to detail and data accuracy</li> <li>Good IT skills and knowledge of Microsoft (Excel, Word, PowerPoint)</li> <li>Excellent command of written and spoken English</li> <li>Demonstrate exceptional planning and time management skills with the ability to multi-task</li> <li>Ability to build and manage relationships with colleagues and customers from a range of linguistic, ethnic and cultural background</li> <li>Flexibility and willingness to undertake and learn new tasks</li> <li>Approachable, and has the ability to be assertive and constructive when required</li> <li>Positive attitudes and behaviours, seeks solutions</li> <li>The ability to act under instruction with limited supervision</li> <li>Good team player</li> <li>Ability to work with clear systems and processes and produce the required management information</li> </ul>	<ul style="list-style-type: none"> <li>Language skills</li> </ul>