



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

**Visa Services Assistant, International Student Office, Student Education Service**



**Salary: £8.87 per hour**

**Reference: SESSP1222**

**This role is open to current University of Leeds students or University of Leeds graduates**

**Fixed term: From 16 September 2019 for a minimum of two weeks**

**Applicants must be available on 13 September 2019 for a compulsory paid training day**



## **Visa Services Assistant**

### **International Student Office, Student Education Service**

**Are you a current University of Leeds student or a University of Leeds graduate, with an interest in immigration and visas? Would you like to gain valuable experience in a role which supports international students with their visa and visa extension applications?**

Every year more than 6,000 international students choose to study with us, making our University campus one of the most diverse and multicultural in the UK. We are committed to ensuring an excellent student experience for all its students and provide a wide range of support services through our International Student Office.

Working under the supervision of the University's specialist immigration advisers you will provide support to help international students complete their visa/visa extension applications and assist with processing these applications to UK Visas and Immigration (UKVI). This requires an accurate understanding of the Tier 4 visa requirements however, training will be provided for this.

You will have proven experience of providing excellent customer care and/or an exceptional student experience, along with a professional approach and the ability to present complex information in a clear and understandable manner.

### **What does the role entail?**

As a Visa Services Assistant your main duties will include:

- Taking responsibility (after appropriate training) for checking and processing immigration applications, consulting with International Student Advisers and informing them of problems, issues and ideas for improvements;
- Delivering a student facing service, providing advice on UKVI requirements and identifying clients' needs using effective questioning techniques and knowledge of relevant specialist areas and making referrals, when appropriate, to the International Student Advisers and other services within and external to the University;
- Communicating guidance using language which is tailored to the needs of clients from diverse backgrounds, many of whom do not have English as a first language;



- Identifying anxious, distressed or agitated clients and seek support as necessary;
- Using the International Student Office database and other systems to maintain accurate records of advice provided;
- Maintaining client confidentiality at all times in line with University procedures and Data Protection legislation;
- Providing general assistance and clerical support to International Student Office staff.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

## What will you bring to the role?

As a Visa Services Assistant you will have:

- An interest in immigration and visas;
- Good communication and interpersonal skills with the ability to communicate effectively with people whose first language is not English and demonstrate an understanding and respect for cultural differences;
- Experience of being an active, supportive and reliable team member and an ability to perform tasks independently;
- Excellent numerical skills;
- Experience of providing professional customer care and/or exceptional student experience;
- A proven ability to present complex information clearly;
- An ability to deal sensitively and with empathy with people who have different opinions or perceptions, have additional needs or who may be angry or distressed;
- An ability to demonstrate excellent attention to detail and to record information accurately;
- An ability to maintain confidentiality;
- Excellent time management skills and the ability to work under pressure and respond flexibly and positively in busy, changing or unexpected situations;
- Demonstrable problem-solving skills with the willingness to take initiative and understand the need to escalate problems to supervisors when needed.



You may also have:

- Previous experience working in a similar setting;
- Experience of office tasks such as, data entry, filing, drafting documents, online research and photocopying.

## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by Monday 3 June 2019 **23.59** (UK time) on the advertised closing date.

## Contact information

To explore the post further or for any queries you may have, please contact:

**Tanya Todman, International Student Adviser (Immigration)**

Tel: +44 (0)113 343 4773

Email: [internationalstudents@leeds.ac.uk](mailto:internationalstudents@leeds.ac.uk)

## Additional information

### Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.





Any offer of appointment will be, in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

