



Type Job Title here	
Job Title:	Immigration Compliance Administrator
Reference No:	0009-21
Reports to:	Immigration Compliance Officer
Responsible For:	
Grade:	C
Working Hours:	Hours per week: 37 hours
Faculty/Service:	Human Resources, Legal and Governance
Location:	Edinburgh Building, City Campus
Main Purpose of Role:	<p>The Immigration Compliance Team carries responsibility for Home Office compliance for all Student Visa licence requirements. This function is essential to make sure that the University complies with its responsibilities as a Student Visa Sponsor and is ready at any time for a Home Office inspection.</p> <p>The Administrator role will have particular focus on the pre-recruitment stage and operating to processes and controls to maintain a very low visa refusal rate. You will do this by applying knowledge of the Home Office Points Based System regulations to applicant cases and carry out pre-CAS checks in line with legislation and internal process guidance.</p> <p>You will support the Immigration Compliance Officer and Head of Immigration Compliance to carry out internal audits by reviewing data sets and documentation held.</p> <p>You will have exceptional customer service skills to ensure that you put the applicant at the heart of everything that you do.</p>
Key Responsibilities and Accountabilities:	<ul style="list-style-type: none">• Be the expert to applicants, internal and external stakeholders on the Home Office Points Based System regulations impacting international applicants.• Carry out appropriate applicant screening (pre-CAS checks) in line with internal policies. (e.g. English language).• Provide training and briefing sessions to internal and external stakeholders (agents, overseas staff, CAS issuers) on changes to Home Office legislation that may impact the recruitment process.• Assess an applicant's 'genuine intention' through the internal interview process.• Draft and update process documents, training manuals and applicant communication• Collaborate with Planning and MI to continuously improve data sets in order to increase efficiency and accuracy of process.• Develop strong and collaborative relationships with the International Office,

	<p>Student Administration and London Admission's teams and achieve this by having a focus on professional, accurate and timely responses.</p> <ul style="list-style-type: none"> • Continuously look to improve applicant communication channels (e.g. webpages) • Have knowledge of the Sponsor Management System (SMS) in order to report changes in student activity or add sponsor notes as required. • Support the Immigration Compliance Officer to carry out internal audits on Appendix D mandatory documentation and provide regular reports on the state of audit readiness. • Support the Immigration Compliance Officer to ensure that we have a record of all engagement evidence for international students sponsored by the University in line with the University's Attendance Monitoring policy and to work collaboratively with Academic Registry to manage this. • Conduct student meetings at times when we need to gather additional information about attendance or non-engagement. • Participate in external and internal network groups of UKVI Compliance practitioners as required • Contribute to continuous improvement of process and procedures and look for opportunities to improve and streamline processes and to come up with better ways of doing things. • Any other duties required as part of the Immigration Compliance team objectives in safeguarding the University's Student Sponsor licence and improve immigration compliance performance.
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<p>Special Circumstances:</p>	<p>A flexible approach to working will be required as a significant amount of work is focused on set periods during the year.</p>
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Part 2A: Essential and Desirable Criteria

<p><i>Criteria are assessed at the shortlisting stage.</i></p> <p><i>The essential criteria must be met in order for an applicant to be eligible for interview.</i></p> <p><i>The desirable criteria may be used to select between applicants who meet all of the essential criteria.</i></p>	<p>Essential</p> <p>Qualifications and Professional Memberships:</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent relevant qualification, or substantial relevant experience and expertise.
	<p>Knowledge and Experience:</p> <ul style="list-style-type: none"> • Demonstrate an excellent approach to customer service • Knowledge of the Student Sponsored Points Based System and impact on institutions. • Ability to deliver high quality advice, guidance and information to international applicants and agents in an approachable and friendly manner, and always to the highest professional standards. • Ability to carry out regular face to face, skype and telephone interactions/interviews with international applicants and students • Demonstrate attention to detail and develop a case work approach to supporting international applicants obtain their Student visa.
	<p>Desirable</p> <p>Qualifications and Professional Memberships:</p> <ul style="list-style-type: none"> • Training or a professional qualification in a field related to international applicant support, such as visa/immigration regulations, guidance provision, or information provision.
	<p>Knowledge and Experience:</p> <ul style="list-style-type: none"> • Experience of working with student record systems such as SITs, attendance

	<p>monitoring system and/or other database and case management systems</p> <ul style="list-style-type: none"> • Experience of managing and planning activities – such as project work, events, and/or policy development work – within set deadlines. • Experience of using the Home Office Sponsor Management system (SMS) • Experience of working with international students • An understanding of the University’s admissions procedures
Part 2B: Key Competencies	
<p>Competencies are assessed at the interview/selection testing stage</p> <p><i>They form part of the grading of the role.</i></p> <p><i>They may be used in the management and development of the role-holder.</i></p>	<p>Key knowledge</p> <ul style="list-style-type: none"> • Possess an interest in international students and higher education and demonstrate the ability to develop advanced knowledge of Student visa route requirements and the Confirmation of Acceptance for Studies (CAS) process. • Ability to work independently, motivated and able to manage own time against competing demands. <p>Communication</p> <p>Oral</p> <ul style="list-style-type: none"> • Demonstrates excellent communication skills, with the ability to engage effectively with University applicants, students and staff. • Develop communication strategies in order to effectively engage with international applicants to support them through the CAS process and to give them the best opportunity to successfully obtain a Tier 4 visa. <p>Written</p> <ul style="list-style-type: none"> • Convey complex information to international applicants by using a range of styles and media selected to meet their needs. <p>Accuracy</p> <ul style="list-style-type: none"> • Diligently check casework to ensure accuracy and completeness • Performs tasks with care, is thorough and makes few, if any errors <p>Adaptability</p> <ul style="list-style-type: none"> • Able to adapt to changing business needs, conditions, and work responsibilities and works with a variety of situations • Openness to different and new ways of operating. <p>Customer focus</p> <ul style="list-style-type: none"> • Can build and maintain applicant satisfaction with the visa support that is offered. • Provides excellent customer service to applicants, students and staff. • Seeks ways to contribute to the improvement of service delivery. <p>Liason and Networking</p> <ul style="list-style-type: none"> • Working with other teams principally (but not exclusively) Student Administration, London Admissions and the International Office • Ensures that accurate information is handed back to the most appropriate team in a timely manner • Promote a positive image of the institution
Date Completed:	09 March 2021