

Job Description and Person Specification for: UKVI Compliance Officer

Department:

Registry

Reports to:

UKVI Compliance Manager

Salary (Band/Annual/Pro rata):

Band C

Responsible for:

N/A

Hours per week/FTE:

1.0 FTE (36.25 hours)

Work Pattern:

8:45 – 17:00 with flexibility as required to meet the needs of the academic year

Job Purpose/Summary:

The UKVI Compliance Officer works closely with the UKVI Compliance Manager in protecting and maintaining the University's Student Sponsor Licence, and in supporting students with immigration sponsorship from HSU to maintain their visa conditions. The role is instrumental in providing support to rules and procedures both during the admissions stage and post-enrolment, including the issuing of CAS and engagement monitoring procedures, and requires sound and up-to-date understanding of the immigration rules relating to students.

The post-holder must have a keen eye for detail when handling data and complex and sensitive information, and be enthusiastic and highly professional, with excellent communication and interpersonal skills along with a commitment to providing an excellent student experience.

Registry is responsible for the management of the student lifecycle and core student administration functions from application and admission, registration and enrolment, assessments, timetabling, student records through to graduation, and the academic governance framework, including Academic Committees, quality assurance, statutory compliance and regulations, policies and procedures for award and non-award courses.

Main Responsibilities/Key Tasks:

Requirements of the role:

- Demonstrate detailed understanding and application of the UK government's immigration regulations relating to students, taking responsibility to identify and escalate issues that may impact HSU's Student Sponsor Licence, and ensure compliance with the legislative requirements set by UKVI. This includes working with the UKVI Compliance Manager to interpret complex immigration rules in relation to individual students' circumstances and educational and immigration history.
- Work closely with colleagues in the Registry to prepare for, and deliver, the enrolment period for new international students including immigration document checking, and liaison with staff and stakeholders across the university. This also includes oversight of the processes relating to obtaining and storing copies of passports/visas/academic documents to ensure compliance with the student visa regulations.
- Proactively oversee university attendance/engagement monitoring procedures as they relate to students with immigration sponsorship, working closely with colleagues across the University to ensure immigration regulations are adhered to throughout the student journey. This includes advising on processes and arranging follow up activities with students who aren't meeting the requirements.
- Triage the studentvisas@ email account, ensuring that queries are responded to in a timely and appropriate manner, identifying issues for escalation to the UKVI Compliance Manager and gathering additional information to build a comprehensive case referral for consideration.
- Provide pastoral care to students who declare sensitive issues and refer and report to specialist services where appropriate.
- Issue Confirmation of Acceptance for Studies (CAS) documents to new and continuing students using the Home Office Sponsor Management System, ensuring compliance with the Student Sponsor Guidance information relating to this process.
- Report students on placement on the SMS and work with relevant stakeholders and students.
Use existing processes to track student activity across the student lifecycle, including non-enrolment, placement, study break, completion, and withdrawal, and make reports using the Home Office SMS as required.

- Keep up to date with any training and rules and regulations, ensuring knowledge is embedded as appropriate across the University.
- Engage with networks and forums as appropriate to develop best practice.
- Support the UKVI Compliance Manager by proactively contributing to a cycle of process review and improvement.

Additional duties

- To demonstrate support for the University’s commitment to equal opportunities and its Dignity, Diversity and Equality Policy.
- To demonstrate support for the University’s Health and Safety Policy ensuring that it is adhered to in the post holder’s areas of responsibility.
- To promote and actively adhere to University values.
- Undertake such other duties as may reasonably be expected, commensurate with the grade of the post, as directed by the Academic Registrar.

<u>Requirement:</u>	<u>Essential:</u>	<u>Desirable:</u>
Education, Training and Qualifications	Educated to degree level or with relevant demonstrable work experience	
Skills and Knowledge	<p>Knowledge and experience of international student visa compliance requirements.</p> <p>Excellent communication and interpersonal skills.</p> <p>Excellent IT skills, particularly in the use of Microsoft suite of products</p> <p>Proven knowledge and experience of record systems and databases.</p> <p>Proven ability to produce and analyse statistics, and share effectively with different audiences.</p> <p>Strong written communication skills: reports, letters, management information.</p>	Experience of using UKVI systems, ie SMS and AMP.
Experience	<p>Experience of HE student lifecycle processes.</p> <p>Experience of contributing to process review and development.</p> <p>Proven track record of maintaining accurate and up-to-date records.</p> <p>Proven experience of, and commitment to, excellent customer service.</p>	Experience of international admissions
Personal Attributes and abilities	High degree of commitment and professionalism, including ability to work flexible hours to meet business needs at peak times.	

	<p>Proactive and uses initiative to solve complex problems.</p> <p>Resilient and with an excellent organisational ability.</p> <p>Diligence and exceptional attention to detail and accuracy.</p> <p>Proven ability to work under pressure and re-evaluate prioritise to meet deadlines.</p> <p>A flexible approach to both team and individual working.</p> <p>Ability to work with discretion and confidentiality.</p>	
<p>Other Requirements</p>	<p>Willingness to work in line with Health Sciences University values</p> <p>Occasional travel between HSU campuses to support business activity.</p>	

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**NB: The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.**

Health Sciences University is committed to equality of opportunity and welcomes applications from everyone regardless of ethnicity, gender, age, faith or sexual orientation.