

Job Description

Post/Job Title:	Student Immigration Compliance and Advice Officer
Reference:	861
Faculty/Professional Service:	Academic Services
Group/Section:	Student Immigration Compliance and Advice
Location:	Any University location
Normal hours per week:	37 <i>Note: Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods and some evening and weekend work may be required to support specific activities.</i>
Grade:	4
Accountable to:	Student Immigration Compliance and Advice Manager
Accountable for:	n/a
Special Conditions	This role is conditional on passing a background security check required to access the Home Office Sponsorship Management System.

Job Purpose

To provide professional, accurate, effective, and efficient immigration advice service to students who require a visa to study in the UK. To support compliance reporting and provide advice to staff across faculties and professional support services whilst ensuring compliance with UKVI immigration rules. The postholder will be expected to support activity relating to advice and compliance but will take a lead role for one of these areas.

Main Responsibilities

- Effectively managing a set of tasks and responsibilities as appropriate to Student Immigration Compliance and Advice team related functions within Academic Services:
 - Initial point of contact for immigration advice and compliance queries from students and staff
 - Provide specialist immigration advice to students in accordance with IAA training guidelines (to a minimum of level 1) ensuring accurate records and case notes are kept on the university's case management system.
 - Work with BU International College (BUINTCOL) and the Admissions team to provide student visa advice to students progressing from BUINTCOL to a BU programme.
 - Develop and maintain immigration information and guidance materials through online resources to support students in making their visa applications including specific resources and workshops to support BUINTCOL students.
 - Work closely with the Senior Student Immigration Adviser and Senior Student Immigration Compliance Officers to support the investigation of student visa refusals and preparation for Administrative Review cases.
 - Provide timely and accurate compliance reporting in line with UKVI requirements relating to placements and change of circumstances within the UKVI Sponsorship Management System (SMS)
 - Provide timely notification to faculty staff and students that a report has been made to the UKVI and respond to any related enquiries.

- Support auditing of compliance related student record data ensuring all student visa documentation is correct and in line with UKVI compliance requirements. Follow up with students where documents or information is missing or incomplete providing accurate immigration compliance advice.
2. Dealing with the administration relating to Student Immigration Compliance and Advice processes and procedures in line with university policy and regulations:
 - Contribute to the development key processes relating to reporting of students to the UKVI
 - Support the review and update of internal immigration procedures
 - Manage the delivery of the immigration workshops and individual appointments for students.
 3. Develop and maintain a high level of current knowledge in the area of student immigration in order to provide specialist professional advice and guidance to students on their visa applications and immigration compliance obligations complying with UKVI rules and compliance requirements.
 4. To support student registration and enrolment processes, ensuring all student documentation is collected, meticulously checked, and recorded in line with internal process and student sponsor guidance. Ensure that students have permission to study in the UK throughout the whole period of their study.
 5. Dealing courteously and effectively with all enquiries received by email, online, face to face or telephone.
 6. Utilising a range of IT systems, including the student records system, case management system and the SMS to accurately record critical data, produce reports and provide information to various stakeholders.
 7. To be proactive in seeking own continuing staff development to ensure that knowledge of university and legislative requirements (including immigration law and government policy) is up to date and that they keep abreast of changes and new developments in each area that may affect students.
 8. Contributing to the continuous improvement of the service by identifying opportunities for more effective working practices within the Academic Services Team. This will include contributing to the development of key process and service monitoring.
 9. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation, IAA guidelines and the University's Confidentiality Policy.
 10. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits.
 11. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services.

Contacts

Internal: BU staff and students

External: UKVI, AISA, UUK, UKCISA, Prospective students; staff from other HE Institutions

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders

Additional Information

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

BU is an equal opportunities employer which values a diverse workforce. The post holder must, at all times, carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

Person Specification

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SELECTION CRITERIA		Essential/ Desirable

Knowledge (including experience & qualifications)		
Educated to 'A' level standard or equivalent (Work experience will be applicable and can substitute for qualifications)		E
Experience of providing advice and guidance and using initiative to make decisions within a client focussed service		E
Experience of developing and maintaining effective administrative processes		E
An understanding of the issues of client confidentiality		E
An awareness and understanding of diversity issues		E
Experience/ knowledge of the HE sector		D
Knowledge of immigration legislation as it applies to HE students		D
IAA Level 1 Immigration Training (or equivalent)		D
Skills		
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders		E
Excellent organisational skills, including ability to contribute to and organise administrative processes effectively		E
Ability to communicate with a wide range of stakeholders, both internal and external, quickly assimilating complex information and deciding on the most appropriate course of action in the circumstances.		E
Ability to understand and interpret complex regulations and explain these to a wide variety of users in an effective way		E
Proven experience of using databases, records system or an enquiry management system to record, extract and manipulate information		E
Good IT skills		E
Excellent written and verbal communication skills		E
An understanding of own knowledge and limitations and a willingness to escalate/refer enquiries once those limitations are reached		E
Attributes		
A demonstrable commitment to service excellence, and the desire to understand the work of a complex organisation		E
Ability to develop and maintain professional relationships of respect, trust and support between all staff and students		E
Agile approach to work including a positive approach to learning and responding to feedback		E
Ability to work on own initiative and as part of a team		E
Ability to review and recommend changes to structures/systems.		E
Ability to prioritise and work to tight deadlines		E
A methodical approach to process; an aptitude for accuracy and attention to detail		E
Commitment to own continuous professional development and a willingness to undertake staff development as required		E
Ability to actively contribute within a culture of continuous improvement		E
Flexible approach to work including a willingness to adjust working hours according to service needs		E

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Demonstrable personal resilience with an ability to keep calm under pressure and deal with difficult situations		E