

JOB DESCRIPTION

Job Title:	Senior Student Visa Compliance Officer
Ref No:	REG490
Campus:	Hendon
Service:	Academic Registry
Grade:	Grade 6
Starting Salary:	£36,841 per annum inclusive of Outer London Weighting rising to £42,064 incrementally each year
Hours:	35.5 hours per week, actual daily hours by arrangement
Period:	Fixed Term – 9 Months (if you are applying internally for a temporary secondment you must discuss this with your line manager before applying)
Reporting to:	Assistant Academic Registrar (Student Visa Compliance)
Reporting to Job Holder:	N/A

Overall Purpose:

To coordinate United Kingdom Visa & Immigration (UKVI) compliance activities including admissions and registration of new students and the ongoing monitoring of existing students. To review, develop and strengthen established systems, processes and practices in regards to sponsorship duties and responsibilities. To take the lead role in managing the process of attendance/engagement monitoring activities for Student route sponsored students.

Principal Duties:

- Be responsible for developing and maintaining the attendance / engagement monitoring function to fulfil the University's responsibility to UK Visas & Immigration (UKVI) in line with Student route requirements
- Work closely with Student Attendance Team, Academic Departments, Students Records and other relevant stakeholders from across the University to ensure thorough and compliant attendance / engagement monitoring process
- To manage the follow-up activities for Student route sponsored students whose attendance falls below acceptable levels. To assist these students in understanding and adhering to their attendance requirements and to manage the process of withdrawal of Student route sponsorship for poor attendance where this is necessary
- Maintain an up-to-date knowledge of UKVI policy and monitor developments on UK immigration legislation and the Sponsor Guidance produced by the
- UKVI under Student route of the Points Based System and other student-related immigration categories
- To monitor and review the University compliance policies, processes and procedures on an on-going basis and ensure compliance with the regularly changing immigration legislation and guideline
- Be responsible for administering the necessary processes for Confirmation of Acceptance for Studies (CAS) issuance to support new applicants and visa extensions

- To ensure that UKVI requirements related to student recruitment are fully met and robust compliance processes support Admissions operations
- To compile detailed reports and interpret the implications of the data in relation to the changes of student circumstances (e.g. withdrawals, interruptions, no-show, change of programme), liaising with the Student Records, Progression and Support, International Student Advisers and other teams as appropriate to ensure that these students are reported to the UKVI promptly
- To respond to UKVI queries regarding both individual students and general policy, seeking further clarification from the UKVI, deciding when guidance is required concerning implementation of revised and new external regulations
- Developing and maintaining the Visa Compliance web pages, including drafting content and ensuring that information is kept accurate and up-to-date. Producing relevant training materials and delivering training sessions to staff
- To be a Level 1 User of the UKVI Sponsor Management System
- To assist with the work of updating and maintaining relevant student information and documentation as per UKVI Student Sponsor Guidance, Appendix D
- To deputise for the Assistant Academic Registrar (Student Visa Compliance) where necessary
- To utilise visual management tools to understand situations, to identify strengths and weaknesses and to encourage improvements
- To utilise standard work as the basis of delivering both high levels of service and staff development
- To utilise key performance indicators (KPIs) to measure performance and help drive improvements
- To line manage Student Visa Compliance officer to ensure consistent and effective service delivery

General Duties:

- Assist in occasional supervision of temporary staff
- As a key service provider to students it is expected that it will be necessary to occasionally work outside of the usual office hours during peak periods of student recruitment and enrolment
- Providing support to relevant committees and meetings
- The above list of duties is not exhaustive and working as part of Academic Registry the post-holder will be expected to work flexibly and cooperatively with other members of the team providing assistance when necessary
- Other tasks that may be required by the Academic Registrar, with particular reference to major events such as, enrolment and induction, examination invigilation, UCAS Confirmation and Clearing and graduation ceremonies, when all administrative staff are expected to participate

PERSON SPECIFICATION

Job Title: Senior Student Visa Compliance Officer

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria.

SELECTION CRITERIA:

Education/Qualifications

Essential:

- Educated to degree or DipHE level or possessing equivalent and relevant experience

Experience

Essential:

- Experience of Student route compliance processes in higher or further education
- Experience in the use of large relational databases such as a student record system
- Evidence of a capability to produce, analyse and interpret large quantities of complex information

Desirable:

- Experience of having produced and delivered training to groups
- Experience of supervising the work of others
- Experience of using the Banner student information system

Knowledge

Essential:

- Excellent knowledge of UKVI legislation, policy and regulations and an understanding of compliance as it relates to students and HEI
- Excellent IT skills with working knowledge of MS Office packages and especially Excel, Access applications
- Good working knowledge of the academic cycle and student journey

Desirable:

- Good working knowledge of student recruitment and admissions procedure in higher education

Skills

Essential:

- Excellent organisational skills, with the ability to plan workload for self and others
- Ability to instigate new procedural developments and to see these through to a satisfactory conclusion
- Strong interpersonal and communication skills with ability to work with a range of staff
- Excellent customer services skills
- Good time management skills with the ability to handle a large volume of work within deadlines

- Excellent attention to detail

Equality Diversity and Inclusion

Essential:

- Demonstrable commitment to fairness and the principles of equality and inclusion

MU Services Limited

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

Fixed Term Contract

This temporary appointment is for the following allowable reason:

- The demand for this work is uncertain at the moment and it is unclear whether this post/work will be required long term.

Therefore, this appointment has a defined end date of 9 months.

If you are applying as an internal candidate to do the temporary post as a secondment please discuss this with your line manager first and read our [Secondment Guidelines](#).

Annual Leave: 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the postholder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

Parking at Hendon campus

There are currently *Regular Parking Permits and Pre-Paid Parking options* available to new joiners. Further details are available on the Travel and transport page on the staff intranet. *Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.*

Information for Disabled Staff

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

Public Transport

Our Hendon Campus is well served by public transport with buses, London underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL (www.tfl.gov.uk) and have a look at our directions and location to help plan your travel: <http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

We value diversity and strive to create a fairer, more equitable work environment for our staff and students.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

What Happens Next?

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail, please contact Manesh Hanj, Assistant Academic Registrar (Student Visa Compliance), on e-mail via m.hanj@mdx.ac.uk