

JOB DESCRIPTION

Job title:	Student Visa Compliance Officer
Job ref:	MKG534
Campus:	Hendon
Faculty/Service:	Marketing
Grade:	6
Salary:	£37,357 per annum rising to £42,653 incrementally each year inclusive of Outer London Weighting
Period:	Permanent
Reporting to:	Student Visa Compliance Manager
Directorate:	Student Recruitment, Marketing & Communications
Reporting to postholder:	Student Visa Compliance Assistants

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 regarding 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 a sub-team of Student Visa Compliance Assistants, directing the allocation of work and ensuring sufficient cover during business hours, so that prospective student enquirers receive a prompt and excellent service.
- To 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 the Student Attendance Team, Academic Departments, Students Records and other relevant stakeholders from across the University to ensure thorough and compliant attendance/ engagement monitoring process.
- 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.
- To 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 the Student route of the Points Based System and other student-related immigration categories.
- 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 guidelines.
- Be responsible for administering the necessary processes for Confirmation of Acceptance for Studies (CAS) issuance to support new applicants and visa extensions.

- 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.
- 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.
- Develop and maintain 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.
- Be responsible for and oversee the credibility interviewing process, including training, data monitoring, audit and review.
- To be a Level 1 User of the UKVI Sponsor Management System.
- 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 Senior Student Visa Compliance Manager where necessary.
- Use 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.
- Utilise key performance indicators (KPIs) to measure performance and help drive improvements.
- Line manages the Student Visa Compliance Assistant to ensure a consistent and effective service delivery.

General Duties

- Work to individual and team-level objectives and contribute to the continuous improvement of Admissions process.
- To work flexibly to support other areas of the Applicant Services team as necessary to ensure continued and efficient service delivery.
- Support the wider objectives of the Student Recruitment, Marketing & Communications directorate, the Access and Participation Plan and the University's 2031 Strategy.
- You will occasionally be required to work out of hours, including weekends for key events such as Confirmation and Clearing.
- You may be required to support other tasks across the Student Recruitment, Marketing & Communications directorate, such as Open Days, UCAS recruitment events and any other duties or responsibilities commensurate with the grade of the post.

- As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post-holder.
- The post-holder will actively follow Middlesex University policies including Equality & Diversity policies.
- The post-holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager.
- The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations

PERSON SPECIFICATION

Job title: 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 level three standard or possessing equivalent relevant experience

EXPERIENCE

Essential

- Experience of working in higher education
- Experience of reporting from large relational database (such as a student records system)
- Experience of working to specific deadlines and key performance indicators
- Experience of direct line management and/or leading the work of a team
- Experience of process development/improvement

Desirable

- Experience of working in a higher education recruitment/admissions role
- Experience of project-based work
- Experience of delivering training
- Experience of using Customer Relationship Management (CRM) software (such as Microsoft Dynamics)

KNOWLEDGE

Essential

- A good working knowledge of the current higher education landscape.
- Strong knowledge of higher education admission procedures, specifically, the UCAS application cycle
- Strong knowledge of UK qualifications (e.g., A-Levels, BTEC, IB) and overseas equivalents.
- A good working knowledge of the rules governing residential category (fee status) assessment
- A good working knowledge of the regulations and processes relating to the admission of students under the Student Route visa

Desirable

- A good working knowledge of the higher education regulatory framework, specifically relating to admissions Quality Assurance Agency for Higher Education (QAA), Competition and Markets

Authority (CMA), Universities and Colleges Admissions Service (UCAS), Academic Technology Approval Scheme (ATAS), United Kingdom Visa & Immigration (UKVI) etc.

- A good working knowledge of programmes specific requirements for programmes leading to a professional qualification (e.g., Nursing or Teaching)

SKILLS

Essential

- Strong organisational skills with the ability to effectively direct and prioritise workloads and meet specified deadlines and targets
- Strong attention to detail to ensure data quality and accuracy
- Good problem-solving skills to provide appropriate resolutions to complex queries
- Excellent verbal and communication skills to support the resolution of challenging situations
- Evidence of flexible and collaborative working across teams and with external stakeholders
- Strong IT skills, with a proficiency in Microsoft Office products
- Ability to develop and implement new processes and procedures in the pursuit of continuous improvement
- Customer-focused, in line with the Middlesex approach of putting students at the heart of our actions

Equality Diversity and Inclusion

Essential:

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

Terms and Conditions

Diversity

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.

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 post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

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. All University professional services staff job descriptions, policies and procedures and the University Professional Services Staff Handbook will apply to both Middlesex University staff and MU Services Limited staff during their employment, unless where expressly stated otherwise. Staff will remain with their current employer, unless they move to an academic or academic related role.

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.

Travel to Hendon Campus

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.

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 map to help plan your travel:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

Parking

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.

Parking 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.

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, Student Visa Compliance Manager, m.hanj@mdx.ac.uk