

## JOB DESCRIPTION

**Job Title:** Student Visa Compliance Support Officer

**Grade:** SG5

**Department:** Student and Academic Services

**Responsible to:** Student Visa Compliance Officer

**Responsible for:**

**Key Contacts:** Senior Visa Compliance Officer

**Standard Occupational Classification (SoC code):**

**Non-Contractual Nature of Role Profile:** This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

### **PURPOSE OF ROLE**

The Student Visa Compliance Support Officer plays a key role in supporting the university to meet its obligations as a Student Visa Sponsor. The role holder will support the Student Visa Compliance Officer helping to deliver a customer focused, effective and professional service in all matters of student visa compliance.

Working as part of the Student Visa Compliance Team, the role holder will provide support in delivering all aspects of the university's statutory reporting requirements and record-keeping obligations.

### **KEY ACCOUNTABILITIES**

**Team Specific:**

- To support the process for the monitoring and timely reporting to UKVI of any relevant change in circumstance for Student Visa sponsored students, via the appropriate channels
- To help ensure that all students have and maintain the right to study in the UK throughout the duration of their studies
- To support the team in processing visa extension requests from existing students, by inputting and validating data required on the University's student records system (Banner), and monitoring turnaround times against agreed KPIs

- To maintain a good understanding of our sponsor obligations and support the Student Visa Compliance Officer in preparing for internal and external audits.
- To assist in maintaining accurate and up to date records, ensuring that documentation is stored and retained in accordance with Appendix D of the Sponsor Guidance, including during post registration audits, and University retention policies.
- To assist in continually cleansing data, such as removing out of date visa holds, removing duplicate visa information, and correcting visa start/end dates
- In conjunction with the Student Visa Compliance Officer, to maintain a rolling four-week Compliance schedule which includes sending out visa/passport expiry reminders, and to support the monthly oversight of faculty attendance monitoring
- To immediately alert the Student Visa Compliance Officer of any identified risk to Student Visa compliance, and to support an effective and timely resolution
- To assist in responding to queries from UKVI, Border Force, or any other external body in an appropriate and timely manner, triaging where appropriate
- To help with any training where relevant to staff external to the team on aspects of visa compliance
- To promote our services and build up good working relationships with internal stakeholders such as the Student Records Team, the CAS Team, key staff in the faculties, Retention and Success Officers, Employability Teams
- To respond to student enquiries in a professional and timely manner, referring to the International Student Advisers or other services as appropriate
- To work in a consistent, transparent, and organised manner, delivering excellent levels of customer service and acting in a professionally at all times
- To support continuous improvement methods for the development of policies and procedures which enable the effective and efficient delivery of Student Visa compliance
- To act as a Level 1 user of the UKVI Sponsor Management System (SMS)
- To deputise for the Student Visa Compliance Officer as required
- To act as a liaison with the Student Centre in regard to student registration queries

**Generic:**

- To promote a culture of continuous quality improvement and appropriate standards in all aspects of service delivery to ensure high levels of student satisfaction which will include advising on and promoting regular opportunities for service user feedback.
- The post-holder will contribute to the development of services and work with other key stakeholders to ensure that services to students are aligned as necessary to enhance the student experience.
- The post-holder will be required to take an active role in SAS Staff Development activities and help raise the profile of SAS as a professional, innovative, and efficient service.

**Managing Self:**

- The post holder will be self-motivated with the ability to organise their own workload and manage their time effectively with minimal supervision
- Self-motivated with the ability to work under pressure with minimal supervision
- To provide timely information to staff and students
- Team-focused, providing support to colleagues and activities as required
- To continually update and maintain knowledge of UKVI requirements and University regulations, policies and procedures

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

**Additional Requirements:**

- A Willingness to travel to and work at any of the university campuses as necessary.
- Any other duties as appropriate to the post and grade.

## **KEY PERFORMANCE INDICATORS:**

- Report all no shows, programme transfers, mode changes, early completers, withdrawals and interruptions within ten days on SMS.
- Report all work placement details, and refusal information on continuing students on SMS within ten days.
- Ensure attendance is monitored, by producing monthly reports highlighting poor attendance to the faculties for further action.
- Monitor Visa & Passport expiry by sending 90/60/30/0 day reminders to students imposing sanctions for non-compliance.
- Ensure a clean and tidy set of data that enables effective and easy reporting, by checking data is cleansed, visa start/end dates entered and are correct, making sure copies of documentation on file.
- Contribution to the team ethos and effectiveness.

## **KEY RELATIONSHIPS (Internal & External):**

- Senior Managers
- Academic Quality Unit Officers
- Associate Deans & Student Success Strategic Lead
- PVC, Faculty Office and Academic staff
- Students
- Student Engagement team
- Student Records staff
- Student Finance and Financial Support section staff
- Student Centre staff
- Auditors
- UK Visas & Immigration(UKVI)
- UKCISA

## **PERSON SPECIFICATION**

### **EXPERIENCE:**

#### **Essential Criteria**

- An understanding of Student Visa requirements and a good understanding of the international student journey
- Experience of working as part of a busy team in a pressurised environment
- Experience of working in a regulated environment
- Experience of delivering good customer service

#### **Desirable Criteria**

- Previous use of the UKVI SMS as a Level 1 user
- Knowledge and experience of working with the Banner student record system
- Experience of working in a Student Visa compliance role
- Previous experience of working in a Higher Education institution

### **SKILLS:**

#### **Essential Criteria**

- Computer literate with the ability to use Outlook, Word, and Excel to a good standard
- Able to prioritise and deliver a demanding workload under pressure and to tight deadlines, including at times under minimal supervision
- Ability to set and achieve challenging targets, holding oneself to account
- Excellent interpersonal skills and a customer focused approach
- Excellent communication skills
- Ability to learn new skills and adapt to new ways of working
- High-level of attention to detail
- Ability to remain calm under pressure
- Strong team working skills and ability to collaborate with a wide range of individuals
- Understanding and awareness of the needs of a diverse student body

#### **Desirable Criteria**

- Understanding of database tools
- Understanding of the concept of continuous improvement

**QUALIFICATIONS:****Essential Criteria**

- Educated to A-Level or equivalent or with demonstrable relevant experience

**Desirable Criteria**

- Membership of a relevant professional body

**PERSONAL ATTRIBUTES:****Essential Criteria**

- A positive and professional approach with a can-do attitude
- Highly motivated with a resilient personality
- Flexible and adaptable with the ability to work overtime during peak periods
- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful.

**Desirable Criteria**

- N/A