

JOB DESCRIPTION

Job Title:	CAS Officer	Grade:	SG5
Department:	Student & Academic Services	Date of Job Evaluation:	January 2017
Role reports to:	Head of International Compliance & Advice		
Direct Reports:	N/A		
Indirect Reports:	N/A		
Other Key contacts:	International Office Staff, Admissions Staff, Tier 4 Compliance Officer, International Student Advisers, Recruitment Agents, Home Office staff		
<p>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.</p>			

PURPOSE OF ROLE:

- To assign Confirmation of Acceptance for Studies (CAS) to applicants of the University who require sponsorship under Tier 4 of the Points Based Immigration System,
- To undertake vetting (including Skype interviews) of applicants to ensure that they satisfy the requirements for a Tier 4 visa before a CAS is assigned
- To provide first-level information and guidance to applicants of the University in regards to a Tier 4 visa application

KEY ACCOUNTABILITIES:

- To assess applications against published Tier 4 criteria, including Academic Progression and English Language, to ensure that CAS's are issued in line with University and UK Visas & Immigration (UKVI) policy
- To undertake comprehensive checking of documents (including financial) to ensure that each applicant satisfies the Tier 4 requirements before a CAS is issued
- To conduct Skype interviews with high-risk applicants to assess their suitability prior to assigning a CAS
- To input and validate data required for the CAS on the University's student records system (Banner)

- To act as a Level 1 user of the UKVI Sponsor Management System (SMS) and to undertake the transfer of records between the SMS and Banner
- To ensure that each CAS is assigned in accordance with agreed turnaround times
- To support record keeping obligations by ensuring that documentation is stored and retained in accordance with Appendix D of the Sponsor Guidance and University retention policies.
- To provide first-level support to applicants of the University who require assistance with their Tier 4 visa application, understanding when to escalate queries to an International Student Adviser for second-level advice
- To process visa refusals on Banner, issuing a new CAS if appropriate and providing first-level information and guidance to applicants following a visa refusal
- To assist with regular data analysis of visa refusal rates
- To assist the Head of International Compliance in defining strategies for the reduction of the visa refusal rate, providing advice and guidance based upon market observations
- To support the Tier 4 Compliance Officer / Tier 4 Assistant in conducting reports of CAS usage and assisting with audits of Tier 4 records
- To monitor Tier 4 application decisions, highlighting any discernible patterns or concerns to the Head of International Compliance & Advice at an early stage
- To monitor visa application outcomes and follow-up with applicants within appropriate timeframes
- To provide information and guidance to International Office Staff and the University's global network of recruitment agents on the requirements for a CAS

Generic:

- To support the work of the International Compliance and Advice Service, assisting the Tier 4 Compliance Staff and International Student Advisers as required
- To take part in International Compliance & Advice team meetings and activities, and those of the wider Student & Academic Services Directorate
- To represent the University at external events as agreed by the Head of International Compliance & Advice
- To support the University's recruitment strategies by providing a high-level of customer service and professional conduct at all times
- To contribute to the continuous improvement of all processes and procedures

Managing Self:

- To be self-motivated with the ability to work under pressure during peak periods
- To deliver high-volume output with a high-degree of accuracy
- To manage own workload in accordance with daily targets

Core Requirements:

- To adhere to and promote the University's Equality and Diversity policies
- To work in accordance to Health & Safety regulations
- To 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.

Additional Requirements:

- To support other services within Student & Academic Services as required
- To undertake any other duties as required by the Head of International Compliance & Advice or the (Deputy) Director of Student & Academic Services, appropriate to the post and grade
- To travel to or work from any of the university's sites as necessary
- To work flexibly at peak times, including additional hours and weekend work where required

KEY PERFORMANCE INDICATORS:

- The efficient and effective assignment of CAS requests within agreed timeframes, and in accordance with UKVI regulations and University policy
- Thorough and comprehensive vetting procedures to support the delivery of a visa refusal rate of at least 95%
- All queries resolved in an efficient and polite manner, within agreed timeframes
- Student data recorded and maintained appropriately, as required by the Tier 4 Sponsor Guidance.

KEY RELATIONSHIPS (Internal & External):

- Admissions and Recruitment Staff
- International Office

- Tier 4 Compliance Staff
- International Student Advisers
- Recruitment Agents
- Applicants and students
- UKVI / Home Office
- UKCISA

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • A good understanding of Tier 4 requirements • A good understanding of the international applicant journey • Proven experience of working in an administrative role within the education sector • Significant experience of working as part of a busy team in a pressurised and target driven environment • Experience of delivering good customer service <p>Skills</p> <ul style="list-style-type: none"> • Computer literate with the ability to use Outlook, Word, and Excel to a high standard • Able to prioritise and deliver a demanding workload under pressure and to tight deadlines, without constant supervision • Ability to set and achieve challenging targets, holding oneself to account • Excellent interpersonal skills and a customer focused approach • Excellent written and verbal communication skills • Ability to learn new skills and adapt to new ways of working • High-level of attention to detail • Ability to remain calm and professional under pressure • Ability to approach problems in a logical manner and seek creative solutions 	<p>Experience</p> <ul style="list-style-type: none"> • Previous experience of assigning CAS to international applicants • Previous use of the UKVI SMS as a Level 1 or Level 2 user • Knowledge and experience of working with the Banner student record system • Previous experience of working in a visa compliance context, ideally within a Higher Education Institution <p>Skills</p> <ul style="list-style-type: none"> • Understanding of xml coding and other database tools • Understanding of the concept of continuous improvement

Qualifications

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

Personal Attributes

- A positive 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: Excellence, Determination, Inclusivity, Ambition and Creativity

Qualifications

- N/A

Personal attributes

- N/A

