JOB DESCRIPTION

Job Title:	**CAS Support Officer**	**Grade:**	**SG4**
Department:	**Student and Academic Services**	**Date of Job Evaluation:**	**June 2021**
Role reports to:	**CAS Officers**		
Direct Reports			
Indirect Reports: **Other Key contacts:**	**None** Internal: International Office Staff, Admissions Staff, Visa Compliance Officer, International Student Advisers, External: Recruitment Agents, UKVI Premium Account Manager		
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:

- To support and enhance the work of the CAS Team by providing relevant and comprehensive administrative support in a range of areas
- To provide support to the CAS Team in meeting UKVI obligations specially in terms of assigning Confirmation of Acceptance for Studies (CAS) to applicants of the University who require sponsorship under the Student Visa Route of the Points Based Immigration System
- To assist the CAS team in undertaking vetting (including Skype interviews) of applicants to ensure that they satisfy the requirements for a Student Visa before a CAS is assigned
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KEY ACCOUNTABILITIES:

Team Specific:

- To support the CAS Officers to issue CAS to international applicants ensuring that CAS's are issued in line with University and UK Visas & Immigration (UKVI) policy
- To assist the CAS Officers when required by using CAS Shield to undertake checking of documents (including financial) to ensure that each applicant satisfies the Student Visa requirements before a CAS is issued
- Where required, to conduct Skype interviews with high-risk applicants to assess their suitability prior to assigning a CAS

- To assist in inputting or validating 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 any mandatory reporting as required on the UKVI Sponsor Management System (SMS)

- To assist the CAS Officers in ensuring 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 process visa compliance referrals from the admissions department, and understanding when to escalate queries to a CAS Officer or Senior CAS Officer when applicable

- To be the first responder to applicant queries in the CAS Team generic mailbox, referring complex cases to a CAS Officer or Senior CAS Officer when applicable

- To provide limited first-level information and guidance to applicants within a defined scope, referring more complex cases to a CAS Officer, International Student Adviser or Senior CAS Officer

- To support the Compliance Team in assisting with audits of student visa records

- 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 Visa 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 organise their own workload and manage their time effectively with minimal supervision
- To be able to work under pressure during critical periods
- To provide timely information to applicants and staff
- 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 CAS Officers, 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:

- To support and assist the team in efficient and effective assignment of CAS requests within agreed timeframes, and in accordance with UKVI regulations and University policy
- To support and assist the team in thorough and comprehensive vetting procedures to support the delivery of a visa refusal rate below 3%
- All queries resolved in an efficient and polite manner, within agreed timeframes
- Student data recorded and maintained appropriately, as required by the Student Visa Sponsor Guidance.

KEY RELATIONSHIPS (Internal & External):

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

PERSON SPECIFICATION	
Essential	**Desirable**
Experience • A good understanding of Student Visa 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 **Skills** • 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	**Experience** • Previous experience of working in a team 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 **Skills** • Understanding of the concept of continuous improvement

• 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 **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	