



**University of
East London**

Pioneering Futures Since 1898

JOB DESCRIPTION

Job Title:	Immigration & Compliance Officer
Grade:	D
School/Service:	Governance & Legal Services
Campus:	Docklands, Stratford, University Square Stratford
Responsible to:	Head of Student Immigration and Compliance
Liaison with:	Applicants, students, recent graduates, staff, UK and Overseas Agents, UK Visas and Immigration and other relevant external Organisations

ABOUT UEL:

The University of East London has been pioneering futures since 1898: from the 2nd Industrial Revolution through to where we are now, the 4th. We are a careers-led university, dedicated to supporting our students to develop the skills, emotional intelligence and creativity needed to thrive in a constantly changing world.

Vision 2028 has been developed to transform our curriculum, pedagogy, research impact and partnerships to make a positive difference to student, graduate and community success. Our ambitious but achievable goal is to become the leading careers-focused, enterprising university in the UK, one which both prepares our students for the jobs of the future and provides the innovation to drive that future sustainably and inclusively.

THE DEPARTMENT:

The Student Immigration and Compliance Team consist of the International Student Advice and International Compliance team. The key role of the Student Immigration & Compliance team is, to ensure that applicants, current students, staff members, recent graduates and their dependants are provided with appropriate advice and guidance relating to student immigration matters and Tier 4 compliance by ensuring:

- UEL is compliant as a Tier 4 sponsor of the Points Based System and maintains its licence requirements with UKVI;
- Compliance is balanced by excellent customer service to deliver a high quality student experience.

We are seeking an ambitious individual who wishes to develop their experience in a fast-moving and challenging environment in a team that has seen a significant increase year on year in Tier 4 students since Sept 2017.

JOB PURPOSE:

- To deliver a customer focused, effective and timely institutional response in relation to our sponsor duties under Tier 4 of the Points Based System.
- To carry out the mandatory administrative record keeping and reporting responsibilities for the maintenance of our Tier 4 Sponsor Licence.
- To work within sector best practice and the new International Compliance Network and adhere to the UKCISA Code of Ethics.

- To support the line-manager to develop and implement initiatives and processes to enhance our international compliance processes.
- The focus of the role is primarily in relation Tier 4 but also includes wider sponsorship duties placed by UK Visas and Immigration (UKVI) for other visa routes, such as Short Term Student, Tier 1(start up visa), Tier 4 (Doctorate Extension Scheme).

MAIN DUTIES AND RESPONSIBILITIES:

- The following constitutes the major activities of this role but is not a comprehensive list of the duties required. All members of staff are expected to work as part of the Governance & Legal team. The duties may vary from time to time, reflecting UEL's priorities, and changes in immigration policy, but do not change the general character of the role or the level of responsibility required.
- To maintain systems and processes which comply with our sponsor duties and obligations under Tier 4.
- To monitor attendance in line with UEL Attendance & Engagement policy and UKVI requirements
- To work in accordance with the monthly compliance planner.
- To support and undertake Pre-CAS interviews process
- To undertake specialist immigration casework with international students using knowledge of the relevant Immigration Rules, reconsiderations and Administrative Reviews.
- To use the Sponsor Management System as a Level 1 user in line with institutional policy.
- To identify errors on visas and support students to request corrections as applicable.
- To support line-manager to prepare documents required for a UKVI audit, or other external audit and assist with the audit.
- Flag up 'at risk' international students and refer to manager as appropriate, e.g. those who may fail to meet attendance, progression requirements, student visa cap or valid leave in the UK.
- Track and monitor students whose leave is due to expire and refer as appropriate to line-manager.
- To work closely with International Recruitment, International Admissions, Student Records and School staff to provide advice and guidance on Tier 4 compliance issues and procedures.
- To run relevant reports and action as appropriate to meet and record keeping and reporting Sponsor Licence duties to UKVI.
- To carry out 'right to study checks' during enrolment and as required for updates in order to ensure that we meet our Tier 4 Sponsor Licence responsibilities.
- To keep up to date with relevant legislation and best practice across the sector.
- To liaise with external agencies and organisations as appropriate on UEL's behalf.
- To support the work of the Hub as required.
- To work between sites as required and on occasion to work in the evening and at week-ends.
- To work in accordance with and promote UEL's Equality and Diversity policies.

PERSON SPECIFICATION

EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:

Essential Criteria

- A levels or equivalent (A/I)

KNOWLEDGE AND EXPERIENCE:

Essential criteria

- Excellent IT skills (A/I)

Desirable criteria

- Experience of using SITS (A/I)
- Knowledge and experience of international student administration (A/I)
- Understanding of Tier 4 student visa and compliance issues (A/I)
- Experience of working in a UK Higher Education Institution (A/I)

PLANNING AND ORGANISING RESOURCES

Essential criteria

- Experience of managing conflicting priorities and organising own work to deliver targets and effectively meet deadlines within a high-volume environment (I)

TEAMWORK AND MOTIVATION

Essential criteria

- Experience of working as a team with a flexible approach to delivering team/institutional objectives (I)

COMMUNICATION

Essential criteria

- Ability to communicate verbally and in written format complex information to a diverse group of students and staff, e.g. procedures relating to Tier 4 compliance requirements (A/I)
- An understanding of equality issues within a diverse environment (I)

LIAISON AND NETWORKING

Desirable criteria

- Experience of establishing productive working relationships internally and externally (A/I)

SERVICE DELIVERY

Essential criteria

- Excellent attention to detail and the ability to maintain work of high quality (A/I)

Desirable criteria

- Experience of identifying and proposing solutions to issues such as improvements to a service delivery. (A/I)

OTHER ESSENTIAL CRITERIA

- Willingness to work flexibly and additional hours during peak periods to meet business goals (A/I)
- Willingness to travel between University sites as required (A)

Criteria tested by Key:

A = Application form, C = Certification

I = Interview, T = Test