

**JOB DESCRIPTION**

**Job Title:** Student Immigration Officer

**Grade:** D

**School/Service:** Governance and Legal Services

**Campus:** Docklands, Stratford, University Square Stratford

**Responsible to:** Head of Student Immigration and Compliance

**Liaison with:** Applicants, students, recent graduates, staff and UK and Overseas Agents, relevant external organisations

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success.

#BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 3 of its transformational 10-year Vision 2028 strategic plan led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of Universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**JOB PURPOSE:**

* To deliver a customer focused, effective and timely institutional response in relation to our sponsor duties under the Student Visa Route
* The role will provide front line support to prospective and current students to ensure they have the most up to date and accurate information related to student visas
* To work within sector best practice and adhere to the UKCISA Code of Ethics
* To support the line-manager to develop and implement initiatives and processes to enhance the student immigration service provided to international students and applicants
* The focus of the role is primarily in relation to the Student Visa Route but also includes other visa routes, such as visitor, graduate, dependants and start-up.

**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 University. 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 support the work of the International Student Advice team by providing guidance and information to international students and applicants on immigration matters
* Ensuring high service standards are met
* To maintain systems and processes which comply with our sponsor duties and obligations under the Student Visa Route
* To manage and support the Pre-CAS processes, by checking TB tests certificates and maintenance documents to ensure they meet UKVI requirements in a timely manner and offer guidance to agents, students and applicants
* To offer support and guidance to incoming students on the visa process
* To contact UK Visas and Immigration (UKVI) for updates and Immigration history checks
* To support the line-manager to prepare documents required for a UKVI audit, or other external audit and assist with the audit
* Track and monitor students visa applications and visa decisions
* To coordinate and deliver workshops for international students
* Manage the International Student Advice mailbox to ensure cases allocated to advisers as appropriate and flag any urgent cases
* Coordinate the International Student Advice drop in sessions. To be front line support and answer informational questions for international students and book students for appointments with the advisers who need more complex immigration and visa advice
* To provide face to face, over the phone and email support for international students
* Escalate complex casework queries to the adviser and manager as necessary
* Email newsletters and key immigration updates to international students
* Any additional task as and when needed to support the International Student Advice service

**PERSON SPECIFICATION**

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria;**

* A levels or equivalent (A/C)

# KNOWLEDGE AND EXPERIENCE:

**Essential criteria;**

* Knowledge and experience of international student administration (A/I)
* Understanding and experience of the Student Visa Route (A/I)

# Desirable criteria;

* Experience of using SITS (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 (A/I)
* Excellent attention to detail and customer service skills (A/I)

# TEAMWORK AND MOTIVATION:

**Essential criteria;**

* Experience of working as a team with a flexible approach to delivering team/institutional objectives (A/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 the Student Visa Route compliance requirements (A/I)

# Desirable criteria;

* An understanding of equality issues within a diverse environment (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 new issues (A/I)
* Experience of exploring and seeking ways to improve and adjust levels and quality of service (A/I)

# OTHER DESIRABLE 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