

Candidate Information

Position: Head of International Staff Support
School/Department: People and Culture Directorate Office
Reference: 21/109066
Closing Date: Sunday 8 August 2021
Salary: £41,526 - £51,034 per annum
Anticipated Interview Date: Tuesday 17 August 2021

JOB PURPOSE:

This post is required to provide strategic and operational management of the immigration advice function for staff and workers; to manage the University's responsibilities as a sponsor of skilled and temporary workers under the United Kingdom Visas and Immigration (UKVI) framework and to enhance the international worker experience at Queen's through continuous process improvement and delivery of distinctive and cutting edge international worker support activities. The role is responsible for ensuring compliance with right to work requirements for all university workers. Additionally, the role will provide strategic input and support to institutional global mobility initiatives and operations.

MAJOR DUTIES:

1. To manage the operations and strategic direction of the International Worker Support team ensuring the University is fully compliant with its responsibilities for staff and Student Workers in respect of right to work requirements and sponsorship under Skilled Worker and Temporary Worker routes. To develop policies and procedures for approval through the appropriate University Committee, that fully reflect current and developing requirements of the Home Office and UKVI immigration rules.
2. To manage a professional service providing first level (Level 1) professional immigration support and guidance (often complex queries) on sponsorship and right to work to HR colleagues, managers and workers across the University, ensuring knowledge is accurate and current.
3. To manage the University's continued compliance to the Sponsorship Guidance issued by the Home Office for sponsored workers. This includes development of operational procedures and ensuring effective record management to provide the framework for University compliance and assurance.
4. Line Management responsibility for staff working in the International Worker Support function.
5. Act as a level 1 user on the Home Office Sponsorship Management System (SMS) to report appropriate changes in migrant activity in accordance with reporting obligations under the Sponsor Licence and UKVI guidelines; Oversee users and usage of the SMS relating to University activity.
6. To work in partnership with the International Student Support (ISS) team and other University stakeholders to provide a professional and compliance focused support provision, in order to meet timely and accurate compliance obligations.
7. Support the University in the awareness and mitigation of risks in international working to ensure a positive experience for employees in short, medium and long term assignments whilst advising on related matters that may present institutional challenges.
8. Act as lead for audits relating to worker engagement, either internal or by the Home Office, ensuring worker record information and data is retained and compliant with the requirements of the Home Office / UKVI. Ensure audit outcomes are considered and followed up including escalation to the relevant University groups and committees.
9. Proactively oversee the monitoring of expiry dates of certificates or sponsorship and visas, liaising with colleagues in P&C, Faculties and the sponsored workers to ensure the correct permissions remain in place to live and work in the UK; Ensure this is executed in a timely manner to mitigate risk of an ineligible worker working at the University.
10. Prepare and present the progress and current position reports to the University Immigration Compliance Governance Group (ICGG) and other associated University Boards, Committees and groups, as needed.
11. To work in partnership with the university's Diversity and Inclusion team and institutional networks such as the Black, Asian, Minority Ethnic and International Staff network to identify and address issues impacting on the experience of international staff.

12. Work with the Head of HR Services to develop the strategic planning for International Worker Support identifying projects, work packages, potential impacts on other services, the wider organisation and resource requirements. Identify opportunities for process improvement and/or leveraging technology to develop more contemporary solutions to improve operational efficiency and the staff experience.
13. Represent the University interests in discussions and submissions in relation to international workers, with other Universities and key external bodies within the sector and government such as the Russell Group, UCEA, UUK and the Home Office including the Migration Advisory Committee (MAC) and National Advisory Group.
14. Provide policy and process assessments, potential or actual impact and advice and guidance to colleagues in P&C and the wider University as needed, particularly in related areas such as recruitment of international talent and finance assistance packages such as relocation.
15. Any other duties that fall within the general ambit of the post.

Planning and Organising:

1. To lead IWS project developments and act as a subject matter expert on institutional working groups aimed at facilitating business process re-engineering or introduction of legislative change.
2. Ensure information for internal University committees and external group submissions are prepared in a timely manner with accuracy.
3. To provide reactive advice to daily queries arising within People and Culture or otherwise.
4. Work in conjunction with the Head of HR Services to plan the IWS functional objectives within the context of strategic plans corporately and within People and Culture
5. Plan and prepare for audits, both internally and external (Home Office)

Resource Management Responsibilities:

1. Organise and manage own time and specialist and professional workload to support the achievement of International Worker support objectives and compliance that has University wide impact.
2. Line Management responsibility for support staff within the International Worker Support team.
3. Oversee and authorise spend in relation to international worker matters.

Internal and External Relationships:

1. Professional member of P&C Directorate team.
2. Provision of quality advice, guidance and insights on international worker matters to University senior management and related groups.
3. Regular contact with academic and academic support staff as needed.
4. Relationships with relevant senior professionals on International Worker matters in other institutions and bodies.
5. Liaison with UK government senior civil servants and relevant decision makers in the agencies and organisations referred to in the "Main Activities/Responsibilities" section above.

ESSENTIAL CRITERIA:

1. Honours Degree (or equivalent qualification) in any subject and experience as * below
2. *Minimum of 2 years' relevant experience in a UK immigration compliance role at a professional level OR 3 years relevant experience in a UK immigration compliance role at a professional level.
3. Relevant experience of policy development and implementation in a regulatory/compliance area.
4. Relevant experience in dealing with global mobility challenges and understanding of international employment issues.
5. Relevant experience of dealing with a diverse international group.
6. Demonstrable ability to prepare and deliver board level written reports and interpret and articulate complex legislation requirements in a simplified manner.
7. Demonstrable understanding of the issues that affect international workers.
8. Excellent communication skills both oral and written.
9. Demonstrable ability to work effectively as a member of a team.
10. Flexibility and ability to work irregular hours on occasional basis as required.

DESIRABLE CRITERIA:

1. Masters in Human Resource Management.
2. Relevant experience of working in a UKVI compliance environment.
3. Two years relevant experience of managing staff.

4. Experience of working in HE in a HR or compliance role.
5. Experience of working in global mobility.
6. Experience of working with auditors in the preparation and facilitation of audits and responding to audit recommendations.