

Candidate Information

Position: Student Immigration Assistant
School/Department: Student Affairs
Reference: 22/109683
Closing Date: Monday 4 April 2022
Salary: £28,756 - £33,309 per annum
Anticipated Interview Date: Thursday 28 & Friday 29 April 2022

JOB PURPOSE:

To lead on the coordination of Immigration Advice Team activities. To assist in the development and implementation of initiatives and processes to enhance the immigration service provided to international students and applicants.

MAJOR DUTIES:

1. Lead on the management of student visa expiry monitoring, contacting students with visas that are expiring in a timely manner, answers queries from international students, identifying and escalating complex immigration advice queries as needed.
2. Develop and produce weekly student status reports, identifying status changes that may have immigration implications and making reports to UK Visa and Immigration, through the Sponsor Management System as required.
3. Under the direction of the Senior Immigration Adviser maintain and update the visa and immigration student advice webpages, ensuring information is current and updated in line with UK Visas and Immigration legislation and policy changes.
4. Lead on the coordination of Student visa permission to stay applications, ensuring timely visa submission evidence is received, recorded and documented.
5. Lead on checking and authorisation of Confirmation of Acceptance for Study (CAS) assigning for Student visa permission to stay applications.
6. Under the direction of an Immigration Adviser assist with providing immigration advice, checking supporting visa documentation and Student visa application forms.
7. Lead on managing the Immigration Advice mailbox to ensure cases allocated to advisers as appropriate and escalating urgent cases as required.
8. Provide regular management information to the Senior Immigration Adviser in order to assist with planning Immigration Advice Team activities.
9. Under the direction of the Senior Immigration Adviser assist with the design and delivery of visa presentations/webinars/workshops.
10. Under the direction of the Senior Immigration Adviser assist with maintaining and updating International Student Support immigration guidance literature.
11. Take an active role in the development of business systems to support the accurate management of complex data through SharePoint, QSIS and the UKVI Sponsor Management System.
12. Provide support to colleagues in ISS at particular pressure points in the year, including preparing and assigning Confirmation of Acceptance for Studies and completing immigration document checks.

ESSENTIAL CRITERIA:

1. Degree plus two years' relevant experience OR A Levels/NVQ 3 or equivalent qualification in a relevant subject with five years of relevant experience.
2. Recent relevant work experience with responsibility for providing advice in an agreed regulatory framework.
3. Experience of interpreting legislation and guidance as part of role.
4. Experience of assisting with the development and implementation of processes to improve service provision.
5. Experience of producing written guidance documents and website content in line with complex legislation and policy.
6. IT literacy and up to date knowledge of relevant computer packages and information systems.

7. Excellent oral and written communication skills.
8. Ability to work independently and as part of a team.
9. Organisational and time management skills and ability to plan and organise short/medium term activities and events.
10. Ability to assign tasks to others and be responsible for ensuring work is completed to the required timescales and standards.
11. Flexible, willing to adapt to new tasks and duties.

DESIRABLE CRITERIA:

1. Experience of working in a strictly confidential higher education student-facing environment
2. Experience of offering immigration advice at OISC Level 1 (or equivalent).
3. Involvement in the development and maintenance of online publications.
4. Knowledge of University structures, policies and procedures.