

## Job Description

Immigration Compliance Administrator	
<b>College/Service</b> Academic Enterprise	<b>Location</b> UAL – High Holborn, London UK
<b>Contract Length</b> 12 Months	<b>Hours per week / FTE</b> 35
<b>Accountable to</b> Immigration Compliance Operations Manager, Academic Enterprise	<b>Weeks per year</b> 52
<b>Salary</b> £31,777 - £38,468 per annum	<b>Grade</b> 3

Immigration Compliance Administrator
<p><b>Purpose of Role</b></p> <p>This role is part of the Academic Enterprise Immigration Compliance team.</p> <p>As an Immigration Compliance Administrator you will be a key point of contact for immigration compliance matters, offering guidance and administrative support for Academic Enterprise. You will be responsible for delivering a comprehensive immigration related administrative processes across different Academic Enterprise departments, ensuring that all immigration compliance activity is undertaken in accordance to internal procedures and adhere to the UK Visas and Immigration (UKVI) compliance obligations.</p> <p>This role will work collaboratively with administrative colleagues across Academic Enterprise and the Immigration Compliance Operations Manager to ensure that effective and efficient immigration compliance processes are in place, in line with the University policy, guidance and procedures.</p> <p>The post holder might be allocated specific department/departments to work with and might require working at different college sites.</p>
<b>Duties and Responsibilities</b>

## Immigration Compliance Administration

- To be a key point of contact for colleagues across Academic Enterprise including UAL Short Courses Ltd, AE International and UAL Arts Temps (students) on matters relating to immigration compliance.
- To respond promptly and efficiently to all queries received by email, phone, and in person enquiries relating to visas and immigration from colleagues, agents and students, escalating where appropriate.
- To assist in ensuring that procedures are in place across Academic Enterprise and maintained in accordance with the Home Office rules and the University policies. This will involve acquiring and maintaining a detailed knowledge of these rules and policies.
- To monitor the effectiveness of procedures and contribute to their improvement to reflect changing UKVI requirements.
- To assist in ensuring that all required compliance activities that have been agreed are performed to a required standard and are in accordance with the University procedures (ex.: issuance of Confirmation of Acceptance to Study (CAS) and Standard visitor visa letters, Right to Study Checks, attendance monitoring).
- To assist in maintenance of all student records systems as required and seek ways to streamline the work to improve efficiency and effectiveness.
- To work in conjunction with the Immigration Compliance Operations Manager as required in preparation for internal and external compliance audits, compiling records of passport / visa / attendance data.
- To work in collaboration with the Immigration Compliance Operations Manager to ensure appropriate compliance checks are undertaken and record keeping duties requirements are met (ex.: post enrolment document checks, CAS issuance document checks).
- To oversee the work of temporary administrative assistant during busy periods and ensure all administrative work is completed.
- To help organise and deliver relevant training and refresher sessions to staff.

To provide administrative support in all areas of immigration compliance within the provision of **Study Abroad and Language Centre**:

- To provide support to colleagues involved in the processing of Confirmation of Acceptance to Study (CAS) and Standard visitor visa letters to ensure that only students that meet requirements are issued with correct supporting documents
- To be a key point of contact for immigration queries and issues at the admissions and during enrolments, liaise with senior colleagues where necessary
- To generate regular reports and extract data from the Student Record System (SITS) to ensure maintenance of accurate digital documents and system data and follow up where necessary
- To track students' progress and outcomes of students required to undertake further actions in relation to their immigration status throughout their course and take appropriate action (e.g. tracking conditionally enrolled students, monitoring visa types and visa expiry dates, programme completion dates)
- To support the course teams with attendance monitoring duties, ensuring that processes are in line with UKVI standards and policies
- To assist Immigration Compliance Operations Manager with the key student change of

circumstances reporting to UKVI

To provide administrative support in all areas of immigration compliance within the provision of **UAL Short Courses**:

- Issuing visa letters to short course students and sending reminder emails to students for passport checks, running reports to ensure these are sent to the correct students
- To coordinate the process of passport and visa checking of short course students at different colleges. Act as a key point of contact for immigration queries during short course registration of all international students on short courses and liaise with senior colleagues where necessary
- To be responsible for updating student records system with passport / visa details of international short course students, to determine that their immigration status allows studies
- Act as a point of contact for support / queries for colleagues across the Colleges when using passport scanners
- To be responsible for updating absence tracking document with the details of students whose immigration documents were not checked, follow up with the colleges and undertake further actions
- Generate regular reports from passport scanning and course management systems, ensure the maintenance of passport scanning data and the integrity of individual student records relating to immigration checks

As a member of staff in the Academic Enterprise the postholder may be asked to assist in other areas of department's wider work in order to maintain required level of service.

## Other

- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

## Key Working Relationships

- Managers and other staff
- External partners, suppliers ex.: agents, overseas partners
- Colleagues in UAL Short Courses units, Study Abroad office, Language Centre, Arts Temps, Student Services, Academic Registry, Central Finance and International Admissions

# ual:

- Prospective, current and past students
- UKVI, Home Office, UK Council for International Student Affairs, Immigration Compliance Network, sector colleagues

## **Specific Management Responsibilities**

**Budgets** – N/A

**Staff** – N/A

**Other** (e.g., accommodation; equipment) – N/A

Signed Asta Gutauskiene (Recruiting Manager)

Date of last review 08/03/2023

Person Specification	
Specialist Knowledge/ Qualifications	<p>Knowledge of UKVI regulations</p> <p>Knowledge and understanding of the sponsorship system and importance of maintaining our Student Sponsor licence</p> <p>Competent IT user, able to work effectively in MS Office, including Outlook, Excel and Word</p>
Relevant Experience	<p>Administrative experience, including responsibility for own correspondence, data entry, record keeping and compiling basic reports</p> <p>Experience of producing reports and evaluating data</p> <p>Understanding of the importance of excellent customer service is essential</p>
Communication Skills	<p>Communicates effectively orally and in writing and /or using visual media</p> <p>Conveys complex information to a variety of stakeholders</p>
Research, Teaching and Learning	Effectively delivers basic training or briefings to support understanding or learning
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems.

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.