

## **JOB DESCRIPTION**

*This job description does not form part of the contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time: job holders will be consulted over any proposed changes before implementation.*

**Job title:** UK Visas and Immigration (UKVI) Compliance Administrator

**Reports to:** UK Visas and Immigration (UKVI) Compliance Manager

**Grade:** NG3

### **Purpose:**

The postholder will provide administrative support to the UKVI Compliance team within the Global Recruitment, Admissions, Marketing and Communications Department and frontline customer support to applicants and students who require a visa in order to study at the University of Westminster. The post holder will be expected to work closely with other staff across the University to ensure that our records are current and robust so that the university can maintain its Student Visa sponsor licence.

### **Principal Accountabilities:**

- 1 To provide frontline customer support to applicants and students requiring a Student Visa, including responding to queries by email, telephone and in person. To organise the high volume of incoming enquiries and refer complex enquiries directly to the appropriate member of staff.
- 2 To check that all students and applicants issued with a CAS have a complete documentation set and are reviewed for compliance and audit purposes. The post holder will audit the collection and electronic storage of documents for overseas students to ensure that the university is prepared for an audit by the Higher Education Assurance Team (HEAT). This will include verifying the documents are compliant and contacting students to request any missing or new documentation. The post holder would also be expected to be an active participant in the preparations for an audit e.g. preparing and checking the student files to be audited.
- 3 To be a designated member of staff for receiving and handling Biometric Residents Permits (BRP cards) for those with a Student Visa. The post holder will be expected to adhere to UKVI requirements for handling the cards as well as GDPR regulations regarding the handling of sensitive personal data. The cards need to be stored and handled securely and the identity of the cardholder needs to be checked before the card is handed out. The cards will also need to be scanned and uploaded into the Student Records System (SITS Tribal) as they are received at the university.
- 4 To maintain the BRP reconciliation in line with UKVI requirements. This involves producing a monthly report tracking the movements of these documents in and out of University custody.

- 5 To review expiry dates of visa and passport records within the Student Record System and to produce regular reports on these for the UKVI Compliance Manager. To liaise with students where it is necessary to obtain updated documents for our records.
- 6 To contribute to the maintenance of operational standards and identify ways to deliver the continuous improvement of customer service levels. This will include reviewing and updating processes within the team as well as suggesting improvements to the communications that are sent to international students through the SITS Tribal Standard Letters and Reporting (SRL) functionality.
- 7 To support the operations of the UKVI Compliance team during enrolment, including staffing enrolment sessions and reviewing documentation submitted by applicants via online tasks for pre-enrolment and for re-enrolling students. To handle administration for students who need to engage with the Police Registration process as a condition of their visa.
- 8 To provide administrative support for the Attendance Monitoring process for Student Visa holders, including collating lists of students whose attendance has fallen below the required level and arranging Attendance Review meetings.
- 9 To act as Secretary for the University-wide UKVI Compliance Group, including booking rooms, arranging meetings, taking minutes, providing documentation to the Compliance Group membership and following up on actions agreed by the Group.
- 10 Any other reasonable responsibilities within the competence of the post holder as may be assigned by the UKVI Compliance Manager or Senior Admissions Manager from time to time.

**Context:**

This is a post within Professional Services. The Department provides professional recruitment, admissions and marketing services for the University's leadership team, and those of its Colleges based at the University's main sites in the West End of London and at Harrow, in all aspects of the pre-arrival experience of students.

The UKVI Compliance team provide a professional service to a range of internal and external customers (e.g. the Admissions teams, applicants and the UKVI). The post holder will form part of the team that are responsible for our overall compliance with UKVI regulations for students. The compliance aspect is important to the role as the post holder plays an essential part in maintaining the university's Student Visa sponsor licence.

The team experience a high volume of work in the summer months to September (when our largest intake enrolls), as a result, there may be restrictions on taking leave during this time and an expectation that the post holder would undertake overtime. Any paid overtime and/or time off in lieu will be agreed in advance.

The Professional Services Departments work collaboratively within one resource envelope to contribute to the continuing success of the University. Recent reviews and restructures have taken forward a long term aim to work within a matrix structure that enables flexible deployment of staff, as and when needed. All departments are expected to think creatively about the effectiveness of the University's administration and to initiate change and innovation in accordance with the needs and expectations

of Westminster as a modern, professional, international university. The Professional Services Group is Investors in People (IiP) accredited, and has achieved the National Customer First standard. It has endorsed a charter which identifies standards of conduct that all staff in Professional Services are expected to observe.

**Key Relationships**

Head of Admissions  
College Registry Staff  
Admissions Officers  
GRAMC Managers  
International Recruitment Officers  
India Base Camp staff  
China Base Camp staff  
UKVI staff  
Student Advisors

The University requires all post holders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

**Dimensions:**

The post holder will be approved to process BRP cards (visas) delivered to the University. The postholder will therefore be subject to suitability checks as specified by the UKVI.

The University issues around 3500 CAS' per academic year. There are around 5000 sponsored students studying at the university. There are c. 900 students on non-student visas who require monitoring for compliance purposes.

There are two main intakes each year – one in January and one in September. There are smaller cohorts of students starting on pre-sessional courses or on study abroad programmes throughout the year.

## PERSON SPECIFICATION

	Essential criteria	Desirable Criteria
Qualifications	Graduate or equivalent experience	
Training and Experience	<p>Experience of working in a team</p> <p>Highly IT literate with excellent MS Office skills.</p> <p>Knowledge and understanding of Student Visas and/or University recruitment and admissions procedures.</p>	<p>Knowledge of student record systems, particularly Tribal (SITS) or an equivalent student-based package.</p> <p>Experience of working in Further or Higher Education</p>
Aptitude and abilities	<p>Excellent communication skills both orally and in writing and the ability to adapt to different audiences</p> <p>Adaptability and flexibility to identify and respond to new ways of working and new challenges</p> <p>Ability to establish good working relationships with staff, students and external bodies</p> <p>Ability to work in an efficient and organised manner with the ability to prioritise and handle multiple tasks</p> <p>Ability to use tact and discretion when working with sensitive and personal issues</p> <p>Proven commitment to providing excellent customer care to a range of stakeholders</p> <p>Ability to adapt to changing workloads</p>	

<p>Personal Attributes</p>	<p>Ability to work well under pressure on own initiative and as part of a busy team.</p> <p>Persuasive and empathetic when dealing with internal and external customers.</p> <p>Self motivated with a flexible, positive attitude.</p> <p>To be able to work in an organised and methodical manner displaying attention to detail to manage a heavy workload combined with competing deadlines</p> <p>Strong motivation to work in Higher Education A pro-active approach to problem solving.</p> <p>Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable</p>	
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