

International Student Records Administrator

Job Purpose

To provide a professional, client focused service on matters relating to Student UK Visas and Immigration (UKVI) duties. Responsible for the planning, coordination, liaison, and administrative implementation of all UKVI related activities and initiatives.

To ensure that processes are understood and followed by students with a particular focus on registration and engagement monitoring along with any case work arising from exceptions or concerns. Provide a pro-active and supportive service to students and student facing staff to enhance the student experience whilst ensuring full compliance with the University's UKVI duties.

Main Duties and Responsibilities

1. As first point of contact provide advice and guidance on the content and application of UKVI policy, legislation, and procedures. To liaise and collaborate with students and relevant student facing staff at all levels [face to face, by telephone, the helpdesk or in writing] and provide detailed and accessible advice on matters relating to the University's UKVI process and compliance requirements to resolve any issues of concern and generally provide appropriate guidance and support to all parties ensuring a consistently high level of service. Ensure that any UKVI enquiries from university staff, students and the Home Office are responded to appropriately and in a timely manner and logged accordingly in the relevant Helpdesk systems.

2. Maintain a thorough knowledge and understanding of policies, issues and legislation relating to student immigration routes and compliance, to be able to provide information as appropriate.

3. Ensure the timely processing of all relevant UKVI related student lifecycle requirements, from initial registration checks to graduation, ensuring process is managed and the University Systems are updated and accurately reflect visa expiry/renewal dates. Report on and analyse passport/visa data held on the university MyCampus system to identify any non-compliance issues and carry out corrective action. Ensure that where necessary, the Home Office is notified of any circumstances changes in a timely manner in line with compliance requirements including students who do not register or fail to engage in their studies.

4. Monitor data reports from the University's engagement monitoring systems and pro-actively manage cases where engagement falls below the required level. Escalate more complex issues accordingly to relevant colleagues to ensure timely resolution within agreed processes.

5. Ensure any visa extensions (most commonly in relation to Post Graduate Studies) and managed in a timely way in line with University and Government processes. Ensure students and relevant college/school colleagues are kept informed of progress and any potential issues.

5. To identify matters requiring the input of a senior member of the student UKVI Hub, providing requisite background information, briefing them and provide appropriate information to assist, recommending suitable courses of action and or drafting response for their approval as appropriate, in order to assist and enable timeous processing of the matter in hand.

6. Responsibility for updating information as a Level 1 user of the Home Office's Sponsor Management System (SMS) fulfilling the Home Office's statutory reporting requirements.

7. To maintain accurate electronic files such that information therein is kept in an ordered fashion, conforms to Data Protection/GDPR and Home Office requirements/guidelines, and such that information is easily retrievable and properly maintained.

8. Statistical work e.g. system reports for various stakeholders including responsibility for producing reports and actioning as appropriate.

9. Develop an excellent working knowledge of the University Systems in support of visa compliance and contribute to policy and operational enhancements to existing practices.

10. On a day-to-day basis ensure that a high standard of general administrative assistance for the UKVI Hub is provided.

12. Maintain an effective network with School based teams across the University to support delivery of the S&AS function and to foster and share best practice whilst ensuring that processes are followed without unnecessary duplication of tasks at university, college or school level. Assist in the communication and training of relevant processes, providing sensitive confident support to colleagues and students to maximise engagement with agreed processes.

13. Any other duties that fall within the area of the post as allocated by the line manager following consultation with the post holder.

Knowledge, Qualifications, Skills and Experience

Knowledge/Qualifications

Essential:

A1 Either: Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role. Or Scottish Credit and Qualification Framework level 7 (Advanced Higher / Scottish Vocational Qualification level 3, Higher National Certificate) or equivalent, and experience of personal development in a similar role.

A2 Up to date working knowledge of UKVI legislation and best practice or clearly demonstrable ability to understand and apply policies and procedures.

Desirable:

B1 Knowledge of University policies and procedures, legislation, best practice, custom and practice for sponsored students along with service standards.

Skills

Essential:

C1 Excellent verbal communication and interpersonal skills - demonstrable tact, diplomacy, discretion, assertiveness and ability to handle difficult or sensitive situations or people in a supportive manner.

C2 Good standard of written English, with ability to draft correspondence, and reports and engage professionally with client group in this regard in a manner which enhances team reputation.

C3 Flexible, solution-driven, customer orientated approach to service delivery.

C4 Excellent attention to detail.

C5 Good time-management and organisation skills with the ability to prioritise a diverse and busy workload and to work around Manager's requirements while still undertaking own work.

C6 Ability to give advice and guidance confidently and clearly. Good knowledge of and ability to clearly communicate, verbally and in writing UKVI policy, legislation, procedures and processes to a diverse client group.

C7 High level of initiative and decision making ability/judgement with regard to resolving issues and determining appropriate action.

C8 Analytical with high levels of numeracy, accuracy, and attention to detail, particularly in managing sensitive documentation and utilising related IT applications.

C9 Ability to work effectively and supportively within a small team and work with colleagues within a matrix organisation

Experience

Essential:

E1 Experience of personal development and delivery in a similar Administration or Immigration role.

E2 Experience of dealing effectively with a wide range of customers and staff at all levels in an organisation, using initiative and judgement to proactively resolve Student Immigration issues.

E3 Experience of extracting, manipulating and analysing data.

E4 Experience of using database and case management type systems.

E5 Experience of using Microsoft packages e.g. Word, Excel, Outlook and PowerPoint in the workplace.

Desirable:

F1 Experience of working within a further or higher education setting.

F2 Experience of using UKVI SMS system.