

Immigration Compliance Officer

Job Ref:REQ231052

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Background

The Academic Registry

The Academic Registry is responsible for central student and programme administration at the University and supports the work of the University's academic Schools, governance, and academic decision-making processes. It has three sections, the Student Office (of which the Student Records & Operations Team is a part), the Programme Quality and Teaching Partnerships Office, and the Doctoral College Office.

Further information on the Academic Registry is available here: <http://www.lboro.ac.uk/services/registry/>

Further information on Student Records & Operations is available here:

<http://www.lboro.ac.uk/services/registry/student-office/>

Background to the role

This exciting new post has been introduced to support the University's International Engagement and Impact core plan, a key part of the University Strategy: Creating Better Futures, Together. This includes the strategic aim of growing our international student population, both in terms of volume and geographical diversity. The successful candidate will play a key role in supporting this ambition through effective operational delivery of immigration compliance.

The Academic Registry has responsibility for student immigration compliance, including the management of data and business processes that support this activity. The successful candidate will play a key role in ensuring these processes – spanning registration through to graduation – continue to meet the requirements of the University's UKVI Sponsor Licence as the student population grows. The role also includes opportunities to support continuous improvement in these activities and in the experience for students who require approval for the right to study in the UK.

This is a diverse role, which includes some broader responsibilities including contributions to the administration of teaching partnerships, complex student records, and student fees and funding. The postholder also shares some responsibilities with a team of Officers, such as support for broader student systems developments and data quality work, and provides occasional cover in co-ordinating the work of the SRO Administrators.

The successful candidate will join a high-performing team with strong people, data and digital skills. Training and development will be provided across all elements of the role, and opportunities to be involved in wider project and operational activity may also be available. The role offers a varied range of experience and represents an excellent opportunity to develop the foundations of a career in higher education administration and management, process change and business improvement.

Job Description

Job Grade

Administrative Services Grade 5

Job Purpose

Based within the Student Records & Operations (SRO) team in Academic Registry, the postholder plays a key role in delivering operational immigration compliance activity, particularly relating to student records management, registration, and staff training.

The postholder also contributes to the administration of teaching partnerships, complex student records, and student fees and funding, as well as some shared responsibilities (support for broader student systems developments and data quality work) and occasional cover in co-ordinating the work of the SRO Administrators.

Across these various activities, the post holder will have opportunities to support the review and improvement of processes and systems.

Job Duties

1. To support the management of a range of student immigration compliance activity, including:
 - a. Responsibility for the day-to-day oversight of immigration compliance tasks undertaken by the team of SRO Administrators to ensure they are completed accurately and within required timescales.
 - b. Supporting the SRO Manager in the provision of immigration compliance-related training and the continuous improvement of processes and systems.
 - c. Developing and maintaining a good understanding of UK immigration regulations and applying them to Loughborough University student records processes, e.g. programme transfers, leave of absence.
2. In collaboration with other SRO staff, to take a leading role in the organisation and delivery of registration processes for international students, including the supervision of a team of staff scanning student visas and other immigration documentation.
3. To contribute to the administration and management of teaching partnerships and student records, including:
 - a. Guiding the SRO Administrators in processing records for taught students undertaking Loughborough University programmes with partner institutions, including documenting processes and guidance, providing training, and ensuring accurate and up-to-date records are maintained. This will include close collaboration with Academic Schools.
 - b. Acting as an initial point of escalation for complex student records matters, particularly those relating to taught students undertaking Loughborough University programmes with partner institutions, and either providing a direct resolution or escalating more complex cases to relevant management staff.
 - c. Working with relevant colleagues to implement new models of teaching partnerships as they are approved and, on an ongoing basis, identifying opportunities to improve processes and data management for new and existing provision.
4. To support the Assistant Registrar (Student Engagement and Immigration) in administering student fees and funding through:
 - a. Overseeing the work of the SRO Administrators in processing student fees and funding, including the calculation of tuition fees and the processing of student loans.
 - b. Providing advice to SRO Administrators in relation to student fees and funding and directly resolving complex cases.
5. As part of a team, to support student systems projects and system enhancements through:
 - a. Undertaking user acceptance testing, including collating and providing feedback to inform further development.
 - b. Developing and updating user documentation, videos and training.
 - c. Communicating development progress and information on new processes to stakeholders.
 - d. Supporting relevant project groups and Project Management Boards.
6. To complete ongoing data quality activity, including resolving data quality issues, maintaining documentation and identifying potential process and system enhancements to improve data quality.
7. Providing occasional cover for the SRO Officer in co-ordinating the work of the SRO Administrators, including oversight of shared email boxes and workflow systems, organising staffing rotas and acting as an initial escalation point.
8. Support for key student lifecycle activities as required (e.g. registration, exams, graduation).

9. Training SRO Administrators on relevant processes and systems.
10. Any other duties as required by the Academic Registrar or the Head of Student Office commensurate with the level of the post.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and Information Security training.

In order to be eligible for UKVI approval to handle and distribute Biometric Residence Permits to students under the Alternative Collection Location scheme, which is a key duty within the role, **the postholder will be required to hold one of the following immigration statuses:**

- UK or Irish or national
- EEA/Swiss national with Pre-settled or Settled status under the EU Settlement scheme
- Indefinite Leave to Enter/Remain in the UK

Organisational Responsibility

Reports to the Assistant Registrar (Student Engagement and Immigration).

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience in an administrative role within a busy office environment	1,3
	Experience of using corporate systems/networked databases and working with data	1,3
	Experience of working in a customer-focused environment	1,3
Skills and abilities	Proven ability to identify, analyse and propose solutions to problems	1,3
	Strong attention to detail and numeracy skills	1,2,3
	A proactive and flexible approach, including effective forward planning and the ability to work under pressure and to tight deadlines	1,2,3
	Ability to work independently and take responsibility for own workload, with significant use of own initiative	1,3
	Ability to work effectively as part of a team, including colleagues from a wide variety of backgrounds with different perspectives	1,3
	Good practical IT skills and comprehensive knowledge of relevant desktop software, including spreadsheet, email/calendar management and word processing packages	1,2,3
	Excellent interpersonal and communication skills and awareness of and sensitivity towards customer needs	1,3
	Ability to communicate concisely, clearly and accurately in writing for a variety of audiences	1,2,3
	Ability to rapidly acquire new skills and knowledge	1,3
Training	Demonstrate evidence of having undertaken further training	1,3
Qualifications	A level education or equivalent, or relevant work experience at an equivalent level	1
	Minimum grade C or 4 in GCSE English and Maths, or equivalent	1
Other	Commitment to providing a high level of service to both students and University staff	1,3
	Appreciation of the importance of and commitment to equity, diversity and inclusion	1,3
	Empathy with the aims and objectives of the University	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous HE work experience, ideally in student administration	1,3
	Experience of writing procedural documents for administrative processes	1,3
	Experience of working in accordance with legislation and policy, ideally including in relation to UK immigration regulations	1,3

Skills and abilities	Skills using relevant Loughborough University IT systems, especially LUSI (the University's student and programme system) and Co-Tutor (student engagement management system)	1,3
	Good understanding of MS Office 365 tools (e.g. Teams, OneDrive)	1,3
Qualifications	A good honours degree or equivalent	1
Other	Understanding and knowledge of data protection	1,3

Conditions of Service

The position is full-time and open-ended. Salary will be on Administrative Services Grade 5, £27,979 - £32,982 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found here: <https://www.lboro.ac.uk/services/hr/conditions-of-service/grades1-5/>.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at: <https://www.lboro.ac.uk/services/hr/leave-absence/family-leave/>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

We also offer an on-campus nursery with a salary sacrifice scheme and subsidised places at local holiday clubs (further details are available at: <https://www.lboro.ac.uk/services/hr/benefits/family/>).

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see: <http://www.lboro.ac.uk/services/hr/athena-swan/>.