

Job Description

Post/Job Title:	Senior Immigration Compliance Adviser
Ref:	SSS204/POSN102446
Location including building:	Any University Location
Faculty/Professional Service:	Student Services
Group/Section:	Frontline Services
Normal hours per week:	37 (Some flexibility will be required in order to ensure that key time scales and deadlines are met).
Grade:	5
Accountable to:	Immigration Advice and Compliance Manager
Responsible for:	Immigration Compliance Administrator

Job Purpose

An integral part of the Frontline Services team the post holder is an expert on all matters relating to Student Immigration Compliance. Advising BU staff on all matters relating to student immigration compliance requirements the post holder will also assist with the workload associated with providing immigration advice and guidance in respect of student visa requirements to our international students. The post holder will strive to ensure that BU provides a professional, accurate, efficient and effective immigration advice service to its international students whilst at all times ensuring compliance with Home Office immigration rules.

Main Responsibilities

1. To be the main point of contact for complex immigration compliance queries for staff and students, liaising with the Home Office and other external agencies as appropriate including representing BU and raising issues at a regional level with the Association of International Student Advisers (AISA) as appropriate.
2. To maintain expert level of knowledge of immigration compliance requirements relating to student visas.
3. To maintain expert level of knowledge on immigration requirements relating to student visa advice and guidance.
4. To provide expert advice on student immigration compliance requirements in line with Home Office legislation and guidance to BU staff at all levels and in particular staff within the BU Admissions Team, Doctoral College and Faculty staff, including developing and delivering training to individuals and groups of staff so they are clear on obligations in respect of immigration compliance.
5. To develop and maintain a high-level understanding of student visa regulations, with the ability to assist with the student immigration advice workload and field complex student immigration queries from the Student Immigration Adviser in the absence of the Senior Student Immigration Adviser.
6. To work in close collaboration with the Senior Student Immigration Adviser on the assessment of student visa refusals and Administrative Review cases, liaising with BU Admissions Teams, Home Office and students as required.

7. To lead on the oversight of immigration compliance reporting of students to the Home Office in line with BU obligations and flagging to the Immigration Advice & Compliance Manager any issues that require escalation including where there may be a risk of BU not meeting immigration compliance reporting requirements.
8. To develop and maintain a high-level understanding of the US Federal Loans system and US private loans system, working closely with the Frontline Services Administrator on the administration requirements and responsibilities for the US Student Loans to ensure BU compliance with the US Federal agency regulations and audit requirements.
9. To manage and keep up to date, the content for web pages on the BU website where these relate to immigration compliance for students, in collaboration with the Student Services Information Officer
10. Responsible for the oversight of immigration advice provided to students in line with our OISC obligations and flagging to the Immigration Advice and Compliance Manager, any issues that need escalation including where there may be a risk of BU not meeting immigration advice obligations.
11. Responsible for the day-to-day supervision of the Immigration Compliance Administrator.
12. To deputise for the Immigration Compliance Manager in their absence
13. Providing regular reporting to the Head of Frontline Services on student immigration compliance statistics as required.
14. At all times maintaining student confidentiality and working within the requirements of the Data Protection Act, OISC guidelines and the University's Confidentiality Policy.
15. To participate in BU wide events and activities such as Open Days, Confirmation & Clearing and Arrivals events as required. This may require working over some evenings and weekends
16. To be proactive in seeking own continuing staff development to ensure that knowledge of University and legislative requirements (including immigration law and government policy) is up to date and that they keep abreast of changes and new developments in each area that may affect students.
17. To undertake any other appropriate duties as required by the Immigration Advice & Compliance Manager, the Head of Frontline Services and the Director of Student Services.

Contacts

Internal:

BU students; BU staff at all levels
Students' Union.

External:

UKVI, Embassies; British Council; government agencies (UK and overseas), AISA, UUK, UKCISA;
Prospective students; staff from other Higher and Further Education Institutions and Language Schools; NGOs;
overseas representatives; bank and other service providers; religious and cultural organisations; international alumni, parents and student representatives

Challenges

The post-holder needs to maintain an in-depth expert knowledge of student immigration compliance issues and how these apply to the Higher Education environment within a rapidly changing regulatory framework. They need to provide an excellent service by ensuring they provide accurate high-quality information and guidance to students and staff. They need an understanding of university processes including those related to admissions, course structure and academic regulations, in order to be in a position to advise staff, of the implications to our international students of the immigration regulations.

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Additional Information

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of and comply with the Universities Sustainability Policy, Carbon Management Plan and associated documents, and to ensure that whilst at work that they demonstrate the adoption of sustainable habits or practices and carry out their day-to-day activities in an environmentally responsible manner.

September 2021



Person Specification

Position / Job Title: Senior Immigration Compliance Adviser	Position No: SSS204/POSN102446
Faculty / Service: Student Services	Date: September 2021
SELECTION CRITERIA	Essential/ Desirable
Knowledge (including Experience & Qualifications)	
Educated to Degree or equivalent	E
In-depth knowledge and understanding of student immigration legislation and compliance requirements as these apply to the HE sector	E
Qualified to OISC Level 2	E
Up-to-date knowledge of relevant legislation, including Data Protection and Confidentiality and its implications	E
Demonstrable understanding of diversity issues	E
Demonstrable experience of providing advice and guidance and using initiative to make decisions within a client focussed service	E
Skills	
Excellent interpersonal skills with the ability to communicate with staff and students at all levels/from all backgrounds	E
Excellent analytical and decision-making skills	E
Excellent negotiating and influencing skills	E
Excellent written and oral communication skills (including grammar and spelling)	E
Competent IT skills	E
Demonstrable ability to understand and interpret complicated regulations and explain these to a wide variety of users in an effective way	E
Demonstrable ability to communicate with a wide range of stakeholders, both internal and external, quickly assimilating complex information and deciding on the most appropriate course of action in the circumstances.	E
Demonstrable proficiency in using databases or an enquiry management system to record and extract information to enhance service delivery	E
Good level of numerical skills	E
Attributes	
Demonstrable ability to learn, retain and develop detailed and complex information	E
Demonstrable understanding of own limitations of knowledge/expertise and when to refer queries on	E
Demonstrable commitment to service excellence and continuous service improvement	E
Effective team worker	E
Proven ability to remain calm under pressure and in challenging situations in a high-pressured environment	E
A methodical approach to process, an aptitude for accuracy and attention to detail	E
Tact, diplomacy and sensitivity	E
Excellent organisational skills and the ability to prioritise tasks effectively	E
Commitment to continuing professional development	E
Flexible, positive and approachable attitude, embraces change and a willingness to adjust working hours according to service needs	E
Ability to represent the University professionally and positively with regards to dress and conduct	E