Job Title: Immigration Compliance Support Officer

Unit/School: Global Engagement

Grade: 4AB

HERA: INT40

Core purpose of role

The University is legally obliged to report information to UK Visa and Immigration (UKVI) relating to its international students and to adhere to certain administrative obligations in order to retain its track record of compliance and its student sponsor licence to bring international students to the UK. The student sponsor licence permits the enrolment of international students which creates a diverse student body and enhances the experience of local students.

As a member of the Immigration Compliance, the Immigration Compliance Support Officer plays a vital role in supporting the University to adhere to UKVI regulations relating to the sponsorship of international students to enter and study in the UK and providing an excellent experience for applicants, both pre and post arrival.

Key responsibilities and contributions

- Demonstrate a good understanding of the UK government's student immigration regulations and provide relevant, accurate advice to students about their immigration status and future options.
- Draw on knowledge and experience to provide counselling and guidance to students dealing with sensitive personal problems in relation to immigration compliance.
- Contribute to cross-departmental training of staff in relation to student visa requirements and student immigration regulations as necessary.
- Use highly developed problem-solving skills and initiative to resolve complex issues relating to students studying at Cardiff Met, particularly with regard to immigration compliance issues.
- Demonstrate expertise in assessing relevant documents and qualifications in order to meet Student Visa regulations before creating and issuing Certificates for Acceptance for Studies (CAS).

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- Facilitate the collection of essential documents and ensure international student records are maintained in accordance with UKVI regulations.
- Ensure accurate information is collected and communicated to other members of the team to enable adherence to strict deadline.
- Act as the first point of contact for international student immigration enquiries, via telephone, online and face to face. Use highly developed communication skills to

effectively explain complex immigration procedures to International Students whose first language is not English and ensure that students understand all information provided.

- Support the Compliance team with administrative tasks, including the collection and analysis of data, logging share codes and liaising with UKVI.

- Communicate the importance of maintaining the required attendance to international students and arrange attendance meetings with students at risk of falling below the required attendance level according to UKVI guidance.

Person specification

Essential qualifications / Professional memberships

- HND or equivalent work experience
- A minimum of 5 GCSE's at Grade C or above (or Equivalent) including English Language and Mathematics

Essential experience, knowledge and skills

1. Knowledge of international cultures
2. Ability to communicate clearly with other staff and international students at all levels
3. Proficiency in Microsoft packages with strong IT skills
4. Excellent written and oral communication skills and fluency in written and spoken English
5. Ability to use initiative to deal with difficult situations sensitively
6. High level of attention to detail
7. Strong customer service skills and experience of dealing with front line external enquiries, both in person and on the telephone, in a professional manner.
8. Strong team working skills
9. Experience of working in an administrative role with ability to prioritise and organise administrative tasks
10. Flexibility and willingness to work a small amount of unsociable hours and occasional weekend work
11. Commitment to continued professional development

Desirable

1. Knowledge of process to apply for UK Higher Education
2. Knowledge of UK immigration regulations for Students
3. Experience of working in UK Higher Education

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: Welsh language skills levels. If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post does not require a DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.