UNIVERSITY OF WEST LONDON
The **Career** University

Job Description

Job title	UKVI Compliance Assistant
School / department	Compliance/Directorate
Grade	4
Line manager	UKVI Senior Compliance Officer
Responsible for	Varied as below

Main purpose of the job

The main purposes of the role are to support the Senior UKVI Compliance Officer by:

- Maintaining up to date files for UKVI students and those with an immigration status
- Monitoring and reporting student data relating to the University's Tier 4 and sponsor compliance duties
- Liaising with key staff across the University, to track the University of West London's international students throughout the student lifecycle - from their applications, enrolments, attendance, assessments, through to completion of their studies.

Key areas of responsibility

- Working under the direction of the Senior UKVI Compliance Officer, and with staff across the University, on matters relating to the UK Visas and immigration (UKVI) compliance duties.

- Responding to emails and telephone calls from staff and students and assist with face to face enquiries in connection with UKVI compliance duties.

- Contributing towards the provision of an effective, efficient and professional administrative service within the University, including working some weekday evenings and as and when required.

- Providing regular updates to the UKVI Senior Compliance Officer on all aspects of international students as required.

Enrolment

- Enrolling UKVI students accurately and capturing their ID, qualifications and visas on EDM

- Capturing the ID and visas of any non-Tier 4 student with an immigration status

- Assisting with the reporting of student activities to UKVI within the enrolment period in a timely manner.

Maintaining accurate records

- Ensuring that all required student immigration documentation is scanned into the correct areas on EDM and copies are in the student files for both Tier 4 and non EEA students

• Cross checking missing documentation reports on Columbus, and contacting students to obtain the documentation, liaison with Schools to ensure documentation is received and recorded

• Contacting students to obtain updated immigration documentation; re-entry stamps, new passports, advising Schools of students visa expiry dates

• Ensuring that all student information is correctly recorded on Columbus/PBI and update accordingly

• Keep accurate records of all documentation for monitoring of all International students and UK based students who do not have permanent residence.

• Maintaining the student files in accordance with University policies and procedures

• Checking for missing or inaccurate information as required by the UKVI and notify the UKVI Senior Compliance Officer.

Attendance and Tier 4 sponsorship monitoring

• Continually monitoring student attendance by utilising reports from various university databases namely; SAM, dashboard; Civitas; provide a non-attendance report for School offices to action, ensure accurate updated information is received, contact students via email/phone regarding their non-attendance.

• Running reports from the Unite, SAM and the Dashboard as part of the routine monitoring and tracking duties required by the UKVI and maintain accurate records of monitoring activities undertaken for compliance purposes.

• Notifying the UKVI Senior Compliance Officer about any students who may have broken their conditions of their permission to stay in the UK.

Other duties

• Arranging bi-monthly Compliance meetings; creating agenda, minute taking / formulation and dissemination of minutes.

• Undertaking general administrative duties within the Compliance team and the University.

• Ensuring compliance with University's Health and Safety regulations and the Data Protection Policy

• Adhering to all of the University's procedures and policies.

• Any other duties to ensure the efficient and effective operation of the University if required

UKVI and immigration knowledge

• Maintaining up to date knowledge of the UKVI compliance requirements and an overview of the Tier 4 student points based system and requirements for other immigration categories.

• Attending training and information days as required in relation to UKVI compliance.

- Maintaining an awareness of external organisations, for example: UKCISA, UKVI etc.

In addition to the above areas of responsibility the position maybe required to undertake any other reasonable duties relating to the broad scope of the position.

Dimensions / back ground information

The Compliance Assistant will be part of a small team ensuring that the University remains compliant in all aspects of its Tier 4 Licence Sponsorship duties as set by the Home Office. The Compliance team does not work alone and liaises with other university wide departments.

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies		A relevant first degree or equivalent
Knowledge and experience	Previous administrative office experience required, involving both data inputting and manipulation Customer Service Skills Understanding of cross-cultural awareness	Experience of Higher Education desirable Experience of data entry and retrieval activities on a large database, preferably student records Knowledge of Data Protection Act A basic understanding of United Kingdom Visa and Immigration Tier 4 Sponsorship Licence requirements
Specific skills to the job	Ability to understand data manipulation and retrieval Good understanding of data integrity and attention to detail regarding data quality Ability to respond quick to changes in legislation and regulations Excellent customer service skills Able to work methodically and follow set processes and procedures accurately Good numeric skills Good literacy skills Good IT skills, especially Microsoft Office applications and a understanding of computer systems, databases and email	Understanding of the issues in Higher Education, either through personal experience or previous work in Higher Education

General skills	Commitment to providing customer focused service	
	Ability to deal with queries and escalate issues appropriately	
	Ability to balance conflicting workloads and prioritise own workload effectively	
	Have the ability to adapt to change and willingness to learn new IT skills and attend training courses	
	Ability to respect a high level of confidentiality at all times	
	Ability to work as a flexible and effective member of a team and to work effectively within a team and contribute to the team's development and assist team members when necessary	
	Ability to communicate with a wide range of people at all levels both inside and outside of the University	
	Strong cultural awareness with an understanding of, and commitment to, equal opportunities	
	Self-motivated, with a flexible approach to work.	
	Problem solving ability and analytical skills	
	Able to use initiative	
Other	Flexible approach to working hours	

Disclosure and Barring Scheme: This post requires a standard DBS check

Before making a selection, please refer to the University's Disclosure and Barring Checks Guidance for Staff and Criminal Convictions, Disclosures and Barring Staff Policy and Procedure. If a DBS check is required for the role, a Check Approval Form will need to be completed.

Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.