

## Job Description

<b>Job title</b>	Student Money and Immigration Advice Manager
<b>School / department</b>	Student Services
<b>Grade</b>	7
<b>Line manager</b>	Head of Student Money & Immigration Advice
<b>Responsible for</b>	Student Advisors & Bursary Admin

### **Main purpose of the job**

This is a key role within the Student Services Department to manage, support and contribute to a professional and specialist advice and guidance service on a range of immigration and student money issues and to support the student experience for all students at UWL, to encourage academic progress and student retention.

The post holder will lead and manage the ongoing development of a proactive service that engages with students by providing specialist advice and guidance and at times, undertake complex casework and advocacy on behalf of students in respect of a range of practical advice issues, including immigration and associated international student support regulations and money matters including SLC/NHS and UWL bursaries.

The post holder is responsible for the line management of the team offering supervision, training and support of Student Advisors and any Trainee/Junior Advisors and Administrative staff within the Student Advice & Immigration team. In addition, the post holder will occasionally be required to deputise for the Head of Student Money & Immigration Advice.

The post holder, together with the Head of Student Money & Immigration Advice, will lead on initiatives to improve communication and student experience, work closely with the student community (particularly UWL Student Union, finance & Data Operations), academic and Professional service departments to foster engagement and an understanding of services provided within the Team.

The post holder will also be responsible for providing advice to staff throughout the university on all matters relating to international students' visa, immigration procedures, fee status assessment & any funding/money changes.

This appointment requires a flexible approach to working hours as occasional weekend and evening cover is required, mainly for open days. The is required to cover all sites of UWL but is mainly based at the St Mary's Road campus in Ealing, but regular cover will be required on our campuses in Brentford and in Reading, weekly / monthly on a rota basis with other advisors.

The role requires detailed and up-to-date knowledge of:

- International student issues e.g. UK immigration law, UKVI Student visa and EU Settlement Scheme regulations, submission of Student visa applications from inside and outside the UK, healthcare and NHS entitlements and immigration options for students during and after their studies.
- Fee status regulations at both FE and HE
- Housing rights to support both domestic or international students
- Information for international students coming to stay in the UK with their dependent families, such as transport, school, healthcare and other practical/logistical queries
- Statutory benefits and money management
- Scholarship and hardship funding processes and award criteria within UWL, as well as through Student Loans Company, NHS Learning Support Fund and external charities and trusts.

### **Key areas of responsibility**

- Support and manage the team with the provision of expert, accurate and confidential advice to students on a one-to-one basis in person, via email and on telephone / remotely through Microsoft Teams on fee status entitlements, UKVI Student visa and EU Settlement Scheme regulations and other international student issues and student financial support, (SLC/NHS funding) discretionary support funds, scholarships and bursaries, money management, statutory benefits, private housing rights. This will include where any of these are affected by students wishing to interrupt their study, undertake a period of repeat study, transfer to another course or withdraw from the university. This service is to be provided for students currently in higher education, and also to potential students interested in applying to the University of West London.
- Use effective spoken and written communication skills to deal efficiently, effectively and tactfully with people at all levels.
- Maintain up to date knowledge of complex changes and developments in relevant legislation, policies, procedures and working practices within an education environment.
- Actively participate in regular formal supervision and training of the Student Advice team to ensure high professional standards and ethics and compliance within the competency frameworks for all areas of Student Money, immigration and Graduate route immigration.
- Undertaking and advising on complex cases forward to external stakeholders in relation to UKVI immigration and SLC/NHS Teams.
- Regular attendance and networking at UKCISA and AISA regional events in order to represent UWL and share best practice with other HEPs.
- Provide staff development training to other departments within the university on topics connected to student support e.g. fee status assessment, student immigration.
- Participate in recruitment and enrolment-related events and assist with other activities which underpin the student lifecycle from induction to graduation, as required.

- Recruitment and line management of any casual Student Assistant staff to help with student-facing events (e.g. open days and others that promote the international student experience).
- Devise and co-deliver presentations and workshops with other colleagues throughout the university for both current and prospective students covering a range of student related issues around immigration and money/funding.
- Undertake duties at all times with due regard to the university's Equal Opportunities Policy and Equality and Diversity Policy
- Be aware of and comply with the General Data Protection Regulation (GDPR) and Freedom of Information Act at all times.
- Adhere to all the university's procedures and policies.
- Any other duties assigned by the Head of Student Money Advice and Immigration and by the Head of Student Services Operations to ensure the efficient and effective operation of Student Services.
- In addition to the above areas of responsibility, the post-holder may be required to undertake any other reasonable duties relating to the broad scope of the position.

## Person Specification

Criteria	Essential	Desirable
<p><b>Qualifications and/or membership of professional bodies</b></p>	<p>Graduate level qualifications or equivalent professional experience.</p> <p>Qualification in information, advice and/or guidance</p> <p>Evidence of training and continuous professional development from a recognised advice sector provider e.g. UKCISA, NASMA.</p>	<p>Postgraduate qualification related to providing advice and guidance in an educational setting</p> <p>Office of the Immigration Services Commissioner (OISC) professional development programmes</p>
<p><b>Knowledge and experience</b></p>	<p>Substantial and demonstrable leadership and people management experience</p> <p>Substantial experience of delivering impartial, client-centred advice as part of an advice service.</p> <p>Experience of undertaking specialist advocacy and representation work on behalf of individual clients.</p> <p>Experience of line management and supervision of staff in a changing environment, frequently under pressure from competing deadlines at busy times of year</p> <p>Experience of working within a higher education environment.</p> <p>Knowledge of the UK legislation and regulations relation to funding from student loans company and NHS learning support funds.</p> <p>Knowledge of a range of student welfare issues including postgraduate funding, hardship funds offered by external trusts and charities, statutory benefits entitlements and money management</p> <p>Experience and detailed understanding of UKVI financial requirements for Student visa applications made by international students. Including knowledge of legislation and regulations</p>	<p>Awareness and understanding of the basics behind the US Federal Loans system.</p> <p>Knowledge of hardship funds available to international students, asylum seekers and refugees offered by external trusts and charities.</p>

	<p>relating to international students' fee status and financial matters.</p> <p>Experience of undertaking specialist advocacy and representation work on behalf of individual clients, e.g. Student visa applications, Administrative Reviews.</p> <p>Experience of planning and prioritising a number of complex operational activities in a changing environment and frequently under pressure.</p>	
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<p><b>Specific skills to the job</b></p>	<p>Well-developed client interview and caseworking skills and the ability to maintain boundaries and professional ethics within a confidential setting, including keeping thorough, accurate and up to date client case notes in compliance with confidentiality policies, professional standards and GDPR.</p> <p>Ability to disseminate to colleagues any changes in legislation and regulations.</p> <p>Ability to set objectives, monitor and manage line reports' performance, encouraging and motivating colleagues and line reports to excel in a fast-paced and challenging environment.</p>	
<p><b>General skills</b></p>	<p>Excellent written and verbal communication, including the ability to devise and deliver high quality presentations and workshops.</p> <p>Understanding of cross-cultural awareness, working with a diverse community</p> <p>Excellent IT skills, especially in using MS Office applications (e.g. Word, Excel, Powerpoint) as communication and management tools</p> <p>Ability to show attention to detail and produce work and documentation of high quality.</p>	

<p><b>Other</b></p>	<p>Self motivated, with a flexible approach to work and working hours across all sites.</p> <p>Resilience and the ability to perform consistently well under pressure, meeting competing deadlines in an environment where the pace of work is demanding</p> <p>Ability to think strategically and work collaboratively.</p>	
<p><b>Disclosure and Barring Scheme</b></p>	<p>This post does not require a DBS check</p>	
<p><b>Essential Criteria</b> 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.</p> <p><b>Desirable Criteria</b> 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.</p>		