

Job Description

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| Job title | Head of Student Money and Immigration Advice |
| Department | Student Services |
| Grade | 8 |
| Line manager | Head of Student Services |
| Responsible for | Senior Student Advisors; Student Advisors (with specialisms in Money / International / Funding); Student Money Administrator; Temporary and agency staff as required. |

Main purpose of the job

The key purpose of this job is to have overall responsibility for the teams concerned with Student Advice (funding and immigration), Money Advice, scholarships and hardship funds and US Federal Loans within student services.

The post-holder will provide management and leadership of these key functions, together with expert advice concerning student financial support (e.g. scholarships, hardship funds), funding and statutory benefit entitlements, and Immigration (student route) together with an excellent understanding of UKVI compliance.

The post-holder will ensure that a robust fee region assessment and appeals process is built into the online and in-person student enrolment experience and provide authoritative advice to staff and students alike who need support with making complex fee region assessments.

The post-holder will be responsible for ensuring a high-quality student experience is delivered in relation to immigration, financial, and budgeting advice.

To work collaboratively with staff from other streams of Student Services and other departments of the University where appropriate, including liaison with members of academic and administrative staff.

To promote and provide a strong customer focused service to both internal and external users of the service and contribute to a culture of continuous improvement.

To work and deliver the service across all UWL sites

Key areas of responsibility

Student Advice/Money Advice

- To maintain a high-quality, effective and relevant advisory service for students on matters relating to immigration and financial support

- To ensure that the team operate effectively in furtherance of all of the University's strategic aims
- To offer leadership and effective management to a team of student advisors
- To ensure that the advisory team operate to the highest standards of professional conduct and meet all appropriate service level agreements
- To ensure that the team operate with robust and effective recording processes and that all key performance indicators are met
- To ensure the Senior Advisor manage the day-to-day supervision of all staff, and ensure that work and workloads are effectively and equitably distributed
- To work with colleagues across the University and with students and their representatives to ensure that the service adapts continuously to provide high levels of customer satisfaction
- To ensure the professional development of all staff within the team
- To advise and assist the Director of Student Services as required

Immigration – Student route & compliance

- To act as a key advisory contact with regard to Home Office/UKVI Student Route related queries.
- Monitor developments in UK immigration legislation and give advice on how these impacts on all aspects of the University's business.
- Provide advice to senior management on risk levels regarding UKVI compliance matters and in relation to all areas of the University's business.
- Work with Schools/Colleges/International Office/ Compliance and relevant Professional Service departments to ensure awareness of responsibilities of all staff in relation to Student Route and Graduate Student Route and ensure that working practices are appropriate to ensure Home Office/UKVI compliance.
- Contribute to student and staff handbooks, pre-arrival information, policies and procedures relating to matters of Student funding and Student immigration.
- Represent the University at external events and join appropriate networks within this sphere of work.
- To offer advisory assistance in the development of policy of processes and procedures to ensure Home Office/UKVI compliance.
- Be responsible for oversight and training of all staff offering advice and support to international students on matters relating to Student Route visas in line with Home Office guidance.
- Be responsible for the 'Right to Study' process and that Student Advice team undertake any appeals from students.

Scholarships/Bursary & Hardship

- Advise and work with Senior management to ensure all scholarships/bursaries are appropriate for the student's needs.
- Oversee and develop the Scholarships/Hardship Administration to ensure of a robust and student friendly system is in place to support the students.

- Work closely with the Finance department to ensure a seamless payment system to students is in place
- Keep abreast of any changes in the HEI landscape within this area and advise accordingly.
- Monitor and evaluate expenditure to ensure that the set budget is met.

US Federal Loans

- Oversee and ensure the US Federal loan process is maintained in line with their policy guidelines.
- Ensure the team work closely with Finance with the monitoring and payment of the student's loans
- Ensure the team maintain accurate record keeping for audit purposes.

General

- To be an active member of the Student Services management team, identifying and contributing to initiatives to support the strategic development of Student Services.
- Oversee and develop the team to seek to improve the service where possible, providing training and guidance where necessary
- To ensure all private and personal information and relevant records are maintained in accordance with General Data Protection Regulation (GDPR).
- Develop and maintain business partnering networks within the University (International Office, Central Admission, Compliance, Finance, Registry and the School Administration) to progress and improve standards of student experience and information for decision making
- To review existing operational process and procedures and redesign these where necessary to optimise the use of existing resources and drive efficiency,

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.

Person Specification

| Criteria | Essential | Desirable |
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| Qualifications and/or membership of professional bodies | <p>Educated to degree level or equivalent.</p> <p>Evidence of continuing professional development in the areas of Immigration, statutory funding and government benefits</p> | <p>Post graduate qualification (e.g. MBA, PG Dip management, PG Dip Advice and Guidance or the Institute of Leadership and Management).</p> <p>UKCISA Certificate for International Education Professionals.</p> <p>Office of the Immigration Services (OISC) professional development programme of study</p> |
| Knowledge and experience | <p>Detailed knowledge of Home Office/UKVI as it applies to the Student Visa route of the Points Based System (PBS) of immigration. Detailed knowledge of legislation and regulation governing student fees and related financial matters (e.g., fee status, student loans, Student Finance & NHS funding, benefits, etc.)</p> <p>Knowledge of legislation relevant to service delivery within a modern institution with a diverse student body (e.g. Equalities Act 2010)</p> <p>Detailed knowledge of how Home Office/UKVI legislation/policies and procedures impact on HE admissions and related processes.</p> <p>Experience of leading and developing a team-based advisory service.</p> | <p>Knowledge of Tier 2, Temporary and Graduate visa route.</p> <p>Experience of providing detailed and accurate management information reports.</p> <p>Knowledge of institutional student record systems and/or databases</p> |

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| | <p>Experience of working in a university or equivalent institution.</p> <p>Experience in delivering training or coaching to improve the understanding of Funding and Tier 4 government legislation to stakeholders</p> <p>Experience of UKVI audit requirements</p> <p>Ability to generate a range of reports and provide an authoritative narrative to guide and support the institution's Home Office/UKVI compliance regime</p> <p>Demonstrate an understanding of HR policies and procedures</p> <p>Ability to identify and undertake vital conversations appropriately</p> <p>Ability to delegate appropriately</p> | |
| <p>Specific skills to the job</p> | <p>Client interview and case working skills in compliance with confidentiality policies, professional standards and the Data Protection Act.</p> <p>High level of analytical skill, ability to interpret regulatory frameworks and a detailed understanding of how to assess their implications and impact.</p> <p>Excellent IT skills including knowledge of Microsoft Office suite.</p> <p>Excellent oral communication skills and ability to use appropriate styles and arguments to influence and negotiate satisfactory outcomes.</p> | |

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| | <p>Excellent written communication, able to convey information of a complex and specialist nature in an appropriate style.</p> <p>Excellent presentation skills to be delivered to students and senior management</p> | |
| General skills | <p>Excellent time management and organisation skills, together with attention to details.</p> <p>Ability to motivate a team and ensure that individuals work collectively to achieve goals</p> <p>Ability to use own initiative and to work without direction</p> <p>Ability to work flexibly and in response to need</p> <p>Customer focussed approach</p> <p>Commitment to enhancing and improving the student experience</p> <p>Ability to adapt to organisational change</p> <p>Ability to adapt to technological advances in the workplace</p> <p>Persuasion and negotiation skills</p> <p>Able to think strategically</p> | <p>Successful team supervision within the HE environment</p> |
| Disclosure and Barring Scheme | This post does not require a DBS check | |
| <p>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.</p> <p>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.</p> | | |