

Job Description

Role Title: Home Office Compliance Information Officer

School / Dept: Student Administration

Reference: MPF2319

Grade: Grade 6

Full or Part time: Part time

Hours: 0.8 FTE

Reports to: Senior Information Officer

Overview

Welcome to the Academic Registry, a newly structured, student-focused service bringing together a wide range of academic administrative functions under one umbrella. We empower schools by removing administrative barriers and enabling them to focus on teaching, learning, and research.

Across our teams, we manage key academic processes, including student records, quality assurance, student casework, home office compliance, data quality and systems, admissions, timetabling, and academic policy and regulation. We ensure that academic and professional services work more effectively together to deliver a seamless, high quality and outstanding experience for students and staff.

At Salford, we are proud of our diverse student population we work hard to create an inclusive culture where all our students and colleagues can bring their whole selves to the university.

Role Purpose

The Home Office Compliance Information Officer will work closely with the Home Office Compliance Senior Information Officer and the other Home Office Compliance Information Officers, undertaking the co-ordination of administrative duties that underpin the student journey and fulfil the University's obligations under the Student Visa and Skilled Worker sponsor guidance.

The Home Office Compliance Information Officer will report to the Senior Information Officer and will be expected to achieve a high level of competence across the range of processes that affect the international student journey. They will be committed to quality and compliance to standards, which will contribute to the continual enhancement of the student information system and support the development of an operational culture based on the highest professional values, including cross functional teamwork, customer service, innovation and university wide collaboration.

The successful candidate will be able to demonstrate exemplary team working skills, a strong commitment to service excellence and the capacity to work flexibly and effectively with key delivery partners. They will be expected to possess exceptional organisational and interpersonal skills, well-developed personal management skills and to be creative, energetic and collaborative.

Principal Duties & Responsibilities

- To deliver accurate and timely Home Office compliance advice to staff and students, relating this to University of Salford policies and processes and reviewing these where specific issues occur;
- To design, critique and test any new processes or technical solutions;

- To run relevant data reports and liaise with the University's Data and Analysis team and HR to amend or create new reports as and when necessary;
- To carry out quality assurance checks on documents stored for Skilled Workers, Student Visa holders and other international and non-UK, non-Irish students, including asylum seekers and those students on immigration bail;
- To supervise visa, passport and ATAS chase activity and manage the follow-up of complex cases;
- To make eligibility assessments for certificates of sponsorship (CoS) and issue CoS where appropriate;
- To ensure all changes of circumstances are reported on the Sponsor Management System (SMS) within 10 working days;
- To support Grade 4s and 5s in answering queries in the CRM and/ or student and staff queries, including being available for shifts on the telephone, specialist appointment slots and the CRM / functional mailbox;
- To assist in managing the University's Basic Compliance Assessment (BCA) metrics, focusing particularly on credibility and ensuring students are better prepared for an interview, and to help oversee all instances where a student applies for an Administrative Review
- To act as a line manager to Grade 4 and 5 members of staff;
- To liaise with colleagues across the university to resolve, train and advise on Home Office Compliance issues;
- To assist with increasing visibility and awareness of Home Office Compliance across the institution, including promoting the Think TWICE and culture of compliance campaign, to ensure that the sponsor licence is not put in jeopardy and is retained;
- To report any instances where non-compliance is uncovered to the Senior Information Officer and work with this School or department to ensure these issues are overcome;
- To monitor relevant immigration and compliance forums and mailing lists, disseminating information to colleagues as appropriate;
- To share best practice, gather intelligence and build strong networks with other HEPs / Student Visa and Skilled Worker sponsors and professional organisations to ensure that the UoS is providing the best possible student and staff experience relating to compliance;
- To attend appropriate conferences and training sessions and write up notes for dissemination to relevant audiences;

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial

and environmental sustainability of the University when undertaking all duties and aspects of the role.

- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. A degree or relevant work experience preferably within a UK HEP. **(E)**

Background and Experience

2. An understanding of the student journey from enquiry to graduation and associated administrative services, standards and processes. **(E)**
3. A demonstrable record of excellent customer service. **(E)**
4. Experience of contribution to and facilitation of process management, development and improvement. **(E)**
5. Experience of working within a UKVI-related field (e.g. compliance for students and / or staff, visa/immigration advice for staff or students, student records, HR or admissions). **(D)**

Knowledge

6. The Points Based System, specifically the Student Visa or Skilled Worker sponsor guidance, and how this interacts with the international student or worker journey. **(E)**
7. Experience of using Validate+, or another Document Validation System, for managing immigration documentation. **(D)**
8. Sound working knowledge of Student Information Systems, particularly Banner and Advantage. **(D)**

Skills and Competencies

9. Strong personal management and interpersonal skills including the ability to balance multiple priorities and manage stakeholder expectations. **(E)**
10. Excellent organisational and time management skills with the ability to work to deadlines and demonstrate flexibility. **(E)**
11. Excellent IT skills, particularly in Microsoft Office 365. **(E)**
12. Strong communication, relationship building and networking skills with the ability to put the customer first. **(E)**
13. Strong problem-solving skills and a willingness to challenge conventional methods as well as a commitment to quality and compliance to standards. **(E)**
14. Line management experience. **(D)**
15. Experience of delivering presentations to both internal and external colleagues. **(D)**