

UKVI Compliance Manager

JOB DESCRIPTION

TITLE:	UKVI Compliance Manager
REPORTS TO:	Registrar
OTHER KEY RELATIONSHIPS:	Head of Admissions and Recruitment, Admissions Officers, Head of Academic Administration, Student Services and Marketing staff

Summary

As the role holder, you will be expected to have an excellent understanding of the international compliance policies particularly regarding student visas, and procedures and College processes and be able to transfer this expertise to support colleagues. You will also need the ability to work effectively as a team member and form and maintain effective and productive professional relationships. You will require excellent written and oral communications skills and a proactive solution-focused approach to work. You will be expected to have experience which demonstrates an excellent level of attention to detail and to be able to complete reports and analyse trends when looking at data. You will ensure that all relevant processes and procedures have the latest UKVI sponsorship guidance at their heart and that the key measures of compliance, visa refusal and withdrawal rates, are monitored, analysed and conveyed to key parties in an agreed format. At a day-to-day level, you will also be able to act as the first line of referral for complex immigration cases. During year one there will be heavy involvement with the admissions function to ensure compliance at this early stage in the student lifecycle.

Main responsibilities

- Conduct Genuine Student Requirement (GSR) interviews and ensure all other eligibility tests are applied.
- As a Level 2 user of the UKVI Sponsor Management System (SMS), draft, generate and issue Confirmation of Acceptance for Studies (CAS) for international Sponsored Students.
- Track all CAS that have been issued, liaising with Sponsored Students regarding the status of their visa application and arrival date in the UK, taking scanned copies of the Biometric Residence Permit (BRP) or verifying e-visa, checking accuracy and reporting any errors to the UKVI through the SMS within the specified timeframes.
- Monitor changes to Sponsored Student circumstances and ensure that relevant changes (such as when a student withdraws from their course before they travel to the UK, a student's start date is delayed before they enter the UK but after they have been granted entry clearance, a student stops academically engaging, or when the College stops sponsoring a student) are reported to the UKVI through the SMS or any other approved mode within the specified timeframes.

- Monitor attendance and engagement for all Sponsored Students
- Assist with the enrolment of international Sponsored Students.
- Ensure records and documents for all Sponsored Students within the Student Record Management System are up-to-date and accurate, to include the recording of visa expiry dates.
- Assist in the preparation for UKVI audits, ensuring all documentation is up-to-date and compliant.
- Keep up-to-date with policy and legislative changes affecting the immigration compliance function.
- Check international applications, English language proficiency and financial documentation.
- Ensure that all data is handled in a sensitive and confidential manner, adhering to any data protection and GDPR requirements where relevant.
- Support the Marketing and Communications Office, Advice and Wellbeing Services, Academic Administration and other related departments in developing content and services related to UKVI Compliance.
- In addition to the above tasks, to undertake any other tasks as directed by the Line Manager (or nominee).

PERSON SPECIFICATION

Essential attributes

- Undergraduate degree and/or postgraduate degree, or equivalent professional qualification/experience.
- Experience of working within a UKVI compliance function within a HE environment.
- Experience of using the UKVI Sponsorship Management System (SMS).
- Experience of UKVI compliance visits and audits.
- Experience of dealing with international student applications for study.
- Excellent interpersonal skills and a collaborative, supportive and professional style.
- Ability to plan and prioritise own workload.
- Ability to work independently and use own initiative where appropriate.
- Excellent attention to detail.
- Experience of working in teams.
- Computer literate (to include competence in the use of Microsoft Office, in particular Word, Excel, Outlook; SharePoint).
- Excellent writing, communication and interpersonal skills.
- An inclination to help people and solve problems
- Dedication to the student experience.

Desirable attributes

- Experience of working with students/applicants from culturally diverse backgrounds.
- UKCISA certified UKVI training completed.

Benefits and wellbeing

Working at David Game Higher Education

Community, Support, Facilities and Resources for staff

DGHE is a leading independent higher education institution committed to academic excellence located in the heart of the City of London. We are strongly committed to equality, diversity and inclusion and dedicated to attracting and retaining the best possible staff. Our staff enjoy a range of benefits and facilities, aimed at fostering a sense of community, enjoyment and fulfilment while working with us.

Core benefits/services/facilities on offer:

- Generous annual leave of 25 days plus college closure days plus public holidays
- Contributory pension scheme
- Salary sacrifice cycle to work scheme
- Interest-free travel season ticket loan
- Free eye tests and contribution to cost of frames
- A range of staff training and development activities
- *Other benefits as listed below.*

These include:

Health and Wellbeing:

- **Employee Assistance Programme via 'HealthAware' (EAP):** available 24/7, 365 days a year for staff (and their immediate dependents) supporting general wellbeing and mental health. Free Financial, Legal, Medical advice and other family/work matters are available via the Helpline for staff and their dependents - including CBT **counselling**
- **My Healthy Advantage:** wellbeing and wellness App (free via EAP)
- **TogetherAll:** a 24/7, 365, anonymous peer-to-peer site supporting mental health, available to all staff using their DGHE email address
- **Access to Work (AtW):** support if you have a disability or health condition. You can speak with the staff adviser confidentially if you need advice/support in applying for the AtW, or want to know more about it.
- **Learning Differences/SpLD (dyslexia/dyspraxia/ADD/ADHD):** Staff are offered free, confidential screening for learning differences with follow-up advice and guidance on next steps. This includes screening for Visual Stress and guidance about using AtW to obtain support
- **Canteen and staff coffee rooms on-site**
- **Gym on-site**
- **Quiet Room**
- **Regular free staff socials**
- **Fabulous location in the heart of the City** and historical Roman London, Tower of London and The Gherkin just a 5 minute-walk
- **Easy commuting:** Liverpool St, Fenchurch St, Moorgate train stations less than 10 mins walk, Aldgate underground half a minute walk, Aldgate East and Tower Hill underground 10 mins walk, as is Tower Gateway DLR, and the area has many excellent bus services within 2 minute-walk.

Financial Benefits:

- **Ride2Work Scheme** DGHE works in partnership with <https://www.bike2workscheme.co.uk/> offering the Government approved 'Ride2Work Scheme'. The scheme recognises that commuting to work by bicycle will save you money in addition to helping you become healthier and happier
- **Interest-free travel season ticket loan**
- **TOTUM cards (formerly NUS Extra):** staff are eligible to apply for this using their DGHE email address - access to many discounts, including 10% shopping at Co-op
- **Eligibility for Costco membership**

- **Apples Product Discount:** Anybody who works in the education sector qualifies for a discount on Apple computers. It's not just limited to students, teachers and lecturers, but also covers all other staff members. [Offers](#) appear on a regular basis.

Development and Training:

- **CPD opportunities (Continuing Professional Development):** support for relevant training and conferences, including financial and mentoring support for Academic staff applying for **Advance HE (Higher Education Academy) Fellowships**
- **DGHE Partner Institutions:** academic staff teaching on courses with our partner institutions (University of Gloucestershire and Buckingham New University) are able to access their own in-house training programmes free
- **E-Learning resources, free on the VLE** (Virtual Learning Environment) around wellbeing and other topics of interest common in higher education environments