

## 1 Job Advertisement

**Post Title:** UKVI Records Officer

**School/department:** Division for the Student Experience/Academic Services

**Hours:** Full time hours considered up to a maximum of 1 FTE (37.5 hours)

Requests for flexible working options will be considered (subject to business need).

**Location:** Brighton, United Kingdom

**Contract:** Fixed term of 18 months from start date (to be reviewed regularly)

**Reference:** 21573

**Salary:** Starting at £28,759 to £32,982 per annum, pro rata if part time

**Placed on:** 16 October 2023

**Closing date:** 6 November 2023. Applications must be received by midnight of the closing date.

**Expected Interview date:** To be confirmed

**Expected start date:** As soon as possible.

The Division for the Student Experience is seeking to recruit a new UKVI Records Officer who will provide support for activities to ensure compliance with the Office of UK Visa and Immigration (UKVI). Specific duties include the maintenance of UG, PGT and PGR records for those students who require a visa to study in the UK and interactions with the UKVI and the daily management and resolution of enquiries. If you have a keen eye for detail, enjoy interpreting and applying complex internal and external policy, and thrive in a busy environment where you get to engage with students and staff, this could be the role for you. Experience of working in a student administration role with a knowledge of applying UKVI requirements would be highly desirable. For full details and how to apply see our vacancies page

For an informal discussion please contact Deborah Shurvell ([D.Shurvell@sussex.ac.uk](mailto:D.Shurvell@sussex.ac.uk)) or Helen Basterra ([H.Basterra@sussex.ac.uk](mailto:H.Basterra@sussex.ac.uk)).

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

You can find out more about our values and our EDI Strategy, [Inclusive Sussex](#), on our webpages.

The University requires that work undertaken for the University is performed from the UK.

## 2. About our Division

Our Student Experience is all about our Students. We work diligently to ensure that all our students are supported and have positive meaningful experiences in our University. We are led by our Student Experience Director and her Leadership team. Our services focus on Academic Quality, Student Data & Records, Careers & Entrepreneurship, Advice & Guidance, Complaints & Conduct, and Student Wellbeing. We work collaboratively with our Schools and Divisions to ensure our students have environment that will further enhances

their potential and equip them to pursue their goals and aspirations.

### **Why work here...**

Our University is situated just off of the A27, next to the beautiful South Downs where you will enjoy everything that our 150-acre campus has to offer. We are easily accessible by public transport; a 5-minute walk from the train station and bus stops within the campus. We have dedicated cycling paths and encourage our staff to cycle to work with our offering of a cycle to work scheme.

Sussex is a renowned, research-led International University and this is only possible because of the people that work here. Whether you are Faculty, Student, or a member of a Professional Services Team, it's our people that make us great and we want you to be part of that.

The benefits that you will receive from day one:

- Generous pension scheme: 12% total Pension Scheme
- Life insurance of up to 3 times your annual salary for any pension-enrolled employees.
- Purchase additional Annual Leave through our Scheme for a great home and work life balance
- Discounts of public transport, Cycle to work Scheme, and special rates in hotels in Brighton and the Sussex region.
- Discounts on high-street shops through our Rewards partner, along with a Cash back Health Plan.
- Considerable discount on our on-site Gym Facilities because we care about our employees' Health and Wellbeing.

### **3. Job Description**

**Job Title:** UKVI Records Officer

**Department/Division:** Student Experience/Academic Services

**Location:** Bramber House, University of Sussex, Falmer, Brighton

**Grade:** 5

**Responsible to:** UKVI Compliance Manager

**Key contacts:** Student Data and Records team, Admissions Academic and Professional Services staff in Schools

### **4. Role description**

The provision of administrative support for activities to ensure compliance with UK Visa and Immigration (UKVI) regulations. Specific duties include the maintenance of UG, PGT and PGR records for those students who require a visa (including EU) and interactions with the UKVI and the daily management and resolution of enquiries.

### **PRINCIPAL ACCOUNTABILITIES**

1. To undertake activities to ensure that the University is fully compliant with UKVI requirements.

2. To support the UKVI Compliance Manager and the wider Academic Services team in the development of policies and procedures to ensure compliance with UKVI requirements.
3. To administer processes alongside the Student Records team to ensure student records are maintained in accordance with UKVI requirements.
4. Provide high-level advice and guidance and interpretation of the University's academic regulatory framework.
5. To keep abreast of regulations and developments relating to external compliance.
6. To undertake appropriate training to support personal and professional development.
7. To undertake research and analysis and draft reports as required.
8. To undertake other projects or duties as required from time to time commensurate with the grade of this post.

## KEY RESPONSIBILITIES

1. To undertake activities to ensure that the University is fully compliant with UKVI requirements.
  - 1.1 Ensure that new students admitted to the University are permitted to study at the University of Sussex, both legally (UKVI) and in line with University policy.
  - 1.2 Undertake the CAS issuing process in accordance with UKVI regulations.
  - 1.3 Support all aspects of international student registration (via the Student Visa route) including: receipt of Biometric Residency Permits (BRP), ensuring collection of BRPs is in compliance with UKVI security protocols, scanning appropriate documents and recording the card collection date on the students' record.
  - 1.4 Liaise with the Student Records Manager to ensure that casual staff are recruited to support the in-person registration of international and EU students and that these staff are appropriately prepared to undertake the role and are cognisant of UKVI compliance requirements.
2. To support the UKVI Compliance Manager and the wider Academic Services team in the development of policies and procedures to ensure compliance with UKVI requirements.
  - 2.1 Support the UKVI Compliance Manager in the development of policies and procedures relating to UKVI compliance.
  - 2.2 Support the UKVI Compliance Manager in preparations for UKVI reviews/audits.
  - 2.3 Support course coordinators and other school staff in developing and implementing procedures that relate to students studying in the UK on a visa.
3. To administer processes to ensure student records are maintained in accordance with UKVI requirements.
  - 3.1 Following registration, ensure that the student records for all new international students are up to date and all documentation required by the UKVI is accurately recorded on each record.
  - 3.2 Regularly run reports to identify those students with soon to be expiring visa/passports and contact them for replacements documentation
  - 3.3 Liaise with schools and Careers, Employability and Entrepreneurship (CEE) to identify those students on placement/year abroad to ensure that visa status is accurately recorded and reported to the UKVI as appropriate
  - 3.4 Run regular reports to identify change of status (i.e. course transfers, withdrawals, extensions, re-sit years) and report to the UKVI as appropriate.
  - 3.5 Liaise with the Study Abroad Office to ensure that Visiting and Exchange

students are correctly registered and records accord with UKVI requirements.

3.6 Report all successful students to UKVI for Graduate Route purposes.

4. Provide high-level advice and guidance and interpretation of the UKVI requirements and the University's responsibilities to ensure continued compliance.

4.1 Act as a point of contact for student queries.

4.2 Support the provision of guidance and training for relevant staff within the University relating to UKVI regulation and the expectations placed on the University as part of its sponsor status.

4.3 To work as directed to establish and maintain relevant information on the internal and external University's websites; ensuring information is accurate, concise and provided in a timely manner to comply with agreed schedules and formats.

5. To keep abreast of regulations and developments relating to external compliance.

5.1 Attend relevant external staff development and training sessions (i.e. UKCISA) to ensure that the University continues to be up-to-date with changes or new developments emerging from the UKVI.

5.2 Identify any changes to systems or procedures as a consequence of changing UKVI requirements and report these to the UKVI Compliance Manager where appropriate.

6. To undertake appropriate training to support personal and professional development.

7. To undertake research and analysis and draft reports as required.

7.1 On request, provide data and updates.

7.2 To contribute to the preparation of reports, as required.

8. To undertake other projects or duties as required from time to time commensurate with the grade of this post.

This Job Description sets out current duties of the post. Duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

## PERSON SPECIFICATION

### ESSENTIAL CRITERIA

- Possession of a level 3 qualification or equivalent experience
- Excellent oral and written communication skills and the ability to write to a high standard of accuracy and detail
- The ability to communicate with people at different levels and confidently express points to people at all levels.
- Good analytical skills and an attention to detail.
- Excellent ICT skills including the use of complex databases and spreadsheets
- The ability to explain complex regulations in a clear and concise manner.
- The ability to interpret, understand and apply complex internal and external policy and regulations and to translate these into operational deliverables.
- The ability to work effectively to deadlines whilst under pressure
- Demonstrable service orientation together with a 'client/customer' focus.
- Experience of working within an administrative setting (preferably within HE).
- Experience of organising and prioritising a large volume of work in order to meet priorities and deadlines.
- Ability to sensitively handle customer enquiries from a range of cultures and

backgrounds.

- Excellent interpersonal skills, diplomacy and persuasiveness
- A demonstrable commitment to personal and professional development
- A good understanding of current policy and climate in HE
- Good interpersonal skills with the ability to build and maintain effective collaborative professional relationships with individuals at all levels.

#### ESSENTIAL ROLE-SPECIFIC CRITERIA

- Experience of working with UKVI regulations

#### DESIRABLE CRITERIA

- A degree or its equivalent or relevant experience

