

UNIVERSITY OF SUSSEX

1 Advertisement

Post Title: Compliance Co-ordinator

School/department: OSCAR, Division for the Student Experience

Hours: Full time

Contract: Fixed term for 2 years

Reference: 2212

Salary: Starting at £25,941 and rising to £30,046 per annum

Closing date: 16 October 2019

Expected interview date: Week commencing 11 November 2019

Expected start date: As soon as possible

The Compliance Co-ordinator will work as part of the Student Experience team with responsibility for Tier 4 compliance. The post-holder will be responsible for working with Schools and Professional Services to ensure the University is compliant with all relevant legislation relating to Tier 4 student recruitment, enrolment and throughout the student lifecycle.

The post holder will assist in supporting the University to meet its requirements as a Tier 4 sponsor. The post holder will provide a wide range of support to colleagues in the main areas of compliance including: enrolment, maintenance of the Tier 4 license status, attendance monitoring and student record management.

The post-holder will report to the Compliance Officer within the Tier 4 compliance function located within the Office of Student Complaints, Appeals and Regulations.

For full details and how to apply see our [vacancies page](#)

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

2. The School / Division

The Directorate for the Student Experience provides a range of administrative, academic and support services focussed on improving the student experience, both directly to students and also to colleagues in Schools and Departments.

Our services include:

- Doctoral School
- Research Student Administration
- Academic quality and enhancement;
- The management of student complaints and appeals processes, and compliance with UKVI regulations related to students

- Development of academic policy and procedures, including assessment regulations;
- Student registration and ongoing maintenance of student records;
- Timetabling of teaching and management of room bookings;
- The management of student progress and assessment including the organisation of all formal examinations;
- Statutory returns including HESA;
- Technology and Enhanced Learning
- Careers and Employability Centre
- Counselling, Health and Wellbeing
- International Student Support
- Student Life Centre
- Student Support Unit
- Sussex Regional ACCESS Centre
- Chaplaincy

This post is located in the Office for Student Complaints, Appeals and Regulations (OSCAR)

3. Job Description

UNIVERSITY OF SUSSEX

Job Description for the post of: Tier 4 Compliance Co-ordinator

Department	The Division for the Student Experience
Section / Unit / School	Office for Student Complaints, Appeals and Regulations
Location	Bramber House, University of Sussex, Falmer
Grade	5
Responsible to	Compliance Officer

Key working relationships:

Compliance Officer, Head of OSCAR, Tier 4 Authorising Officer, Director for the Student Experience, Associate Director (Student Engagement and Achievement), International Student Advisers, Admissions and Progress officers.

The key responsibilities of the post are:

To provide administrative support to the Compliance Officer, the UKVI Steering Group and staff responsible for student visa compliance, by supporting the efficient and effective implementation of student-related policies and processes, and to provide particular support with key compliance processes such as international student registration, attendance monitoring processes, UKVI reporting, and student visa-related projects.

The purpose of the post is to:

1. Work with the Compliance Officer and staff across Student Visa Services to ensure that policies and procedures to ensure Tier 4 compliance are implemented and are effective and efficient.
2. Develop and maintain up-to-date knowledge of UKVI compliance by attending appropriate training and external conferences hosted by such organisations as the UK Council for International Student Affairs (UKCISA) and the Immigration Compliance Network (ICN), and attend seminars, meetings and conferences relevant to compliance.
3. Administer the University's Start-up Visa scheme, working with colleagues across different teams and Divisions to ensure compliance with Home Office guidance including that endorsements are secured on an annual basis, participants are selected appropriately and sponsorship duties are maintained. Undertake other student-visa related projects and continuous improvement projects as required.
4. Contribute to the continuous improvement of the University's Tier 4 policies and processes, identifying gaps, sharing sector good practice, disseminating internal good practice and suggesting improvements.
5. Prepare and disseminate updates on student visa related issues to University groups such as the UKVI Steering Group and Student Visa Services Group.
6. Support the Compliance Officer and Tier 4 Authorising Officer with the coordination of the annual light touch audit undertaken to test institutional UKVI compliance, and co-ordinate preparations for a Home Office Higher Education Assurance Team (HEAT) audit, including all relevant collating and quality-checking required to demonstrate institutional compliance.
7. Provide advice and support to colleagues across the institution on compliance matters, including at admissions, registration and post-enrolment stages, acting as first point of contact for any queries on the responsibilities set out in the Tier 4 Sponsor Guidance, and working collaboratively with the International Student Advisers and other colleagues to find solutions to student compliance issues with a focus on the Student Experience.
8. Administer Student Visa Services group meetings, and co-ordinate additional regular meetings with School and Professional Services staff to ensure that all University approved student-related UKVI compliance policies are implemented.
9. Support the Compliance Officer with the University's Tier 4 Licence renewal process and other associated Tier 4 Licence-related duties.
10. Co-ordinate updates of the University's e-learning training modules in relation to Tier 4 compliance.
11. Prepare regular analytical reports to help monitor institutional compliance, including on the University's monthly CAS visa refusal rate and on School attendance monitoring, working closely with the School Professional Services teams to do so.
12. Coordinate feedback from UKCISA, ICN and other sector networks and groups and systematically share on a regular basis.

13. Monitor and maintain University web pages on the Staff and Student Portals relating to Tier 4 student compliance, updating information in line with policy changes; under supervision of the Compliance Officer adding any updates or important messages.
14. Monitor Tier 4 compliance-related inboxes, answering queries and referring to the Compliance Officer where appropriate due to complexity of query.
15. Work with Divisional colleagues in a 'one professional services team' approach on compliance-related matters.
16. Willingness to work occasional evening and weekends as required at arrival, registration and peak times.

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

4. Person Specification

Abilities / Skills

	Essential	Desirable
Excellent administrative and organisational skills with close attention to detail..	Y	
Excellent oral and written and communication skills	Y	
Ability to multi-task, including management of multiple projects	Y	
Ability to interpret and manipulate datasets to present key information effectively.	Y	
Ability to liaise closely with staff in other Divisions and progress and chase issues as required	Y	
A high degree of tact and diplomacy and relationship management skills, including a high degree of cultural awareness.	Y	
Ability to develop effective systems, procedures and data files.	Y	
Customer focussed with an excellent telephone manner.	Y	
Ability to innovate and provide recommendations for improvement.	Y	

KNOWLEDGE

	Essential	Desirable
Knowledge of Tier 4 Sponsor Licence obligations imposed by UKVI regulations	Y	
Good knowledge of IT systems e.g. Microsoft windows, Excel and Access	Y	
An understanding of GDPR legislation		Y

EXPERIENCE

	Essential	Desirable
Experience of administrative and office systems and procedures	Y	
Prior experience of working within a higher education setting.	Y	
Experience of working in a busy customer focused environment	Y	
Experience of working within a legislative and / or policy framework		Y
Experience of working in an international education environment		Y

QUALIFICATIONS

	Essential	Desirable
Degree level qualification preferred as the office works to encourage students to participate in Higher Education		Y

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
Effective administrator and good at establishing rapport, trust and respect with academic and administrative colleagues alike.	Y	
Ability to work both independently and on own initiative, as well as part of a team.	Y	
Flexible, resilient and able to adapt to change.	Y	
Willing to work evenings and occasional weekends	Y	

The criteria should be changed to reflect the job description and the number of criteria boxes can be increased or decreased.