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| Last updated: | 16th January 2018 Job Evaluated: 7 February 2018 |

**JOB DESCRIPTION**

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| Post title: | **Visa Co-ordinator (VISAS)** | | |
| Academic Unit/Service: | Student and Academic Administration | | |
| Faculty: | Professional Services | | |
| Career pathway: | MSA | Level: | 2b |
| \*ERE category: |  | | |
| Posts responsible to: | Team Leader (Visa and Immigration Student Advisory Service) | | |
| Posts responsible for: | n/a | | |
| Post base: | Office-based | | |

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| Job purpose |
| To advise University staff of the regulations and restrictions in relation to the issuing of Confirmation of Acceptance for Studies (CAS). |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To assess applicant/student eligibility for CAS through the consistent, accurate, and timely application of University and Home Office policies and procedures, liaising with faculty-based colleagues as appropriate. To issue CAS where appropriate. | 45 % |
|  | To communicate with applicants/students and staff tactfully and sensitively regarding visa/immigration matters ensuring the information provided is accurate and in line with University/Home Office policy and procedure. | 15 % |
|  | To ensure the Home Office’s SMS is updated in a timely and accurate fashion when informed of changes to student circumstances by the team’s advisory staff. | 15 % |
|  | To provide high quality administrative support to the work of the team including, for example, the organisation of the team’s programme of faculty outreach meetings, student drop-in sessions, advisor appointments, and workshops. | 15 % |
|  | To participate in University-wide activities (such as Graduation). | 5 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| * Academic and professional services staff * Applicants and their supporters * Students (including Student’s Union representatives) * Staff of the Home Office and its agencies |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to NVQ level 2, GCSE, or City and Guilds.  Previous work experience within an administrative or office-based role.  Able to demonstrate a sufficient knowledge of work systems, and standard IT packages.  Able to produce clear, accurate and concise written documentation.  Experience of handling, or detailed understanding of how to handle, sensitive personal information. | Experience of working within Higher Education administration.  Current knowledge of the UK’s immigration system in relation to Higher Education. | Application and interview |
| Planning and organising | Able to effectively organise and prioritise allocated work activities and manage competing demands.  Able to work well both individually and within a team with minimum supervision.  Able to maintain clear and accurate records.  Able to plan ahead in order to progress a range of objectives. |  | Application, interview and references |
| Problem solving and initiative | Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard policies and procedures.  Able to identify where tasks could be undertaken more efficiently or effectively and to propose solutions to line manager. |  | Application, interview and references |
| Management and teamwork | Able to contribute to team efficiency through sharing information and constructively supporting others.  Able to adapt well to change and service improvements.  Able to work flexibly and adapt work routines as required by the annual cycle.  Able to contribute to the maintenance of a positive team ethos and mutual support. |  | Application, interview and references |
| Communicating and influencing | Able to seek and clarify detail.  Able to demonstrate procedures and provide advice where necessary  Able to explain own duties to other staff.  Able to display tact and sensitivity when giving unwelcome information.  Experience of effective communication of detail to individuals for whom English is an additional language.  Able to write accurately, including with correct spelling and grammar. | Experience of providing advice on administrative procedures to colleagues and external customers. | Application, interview and references |
| Customer experience | Commitment to the delivery of a high quality customer experience. |  | Application, interview and references |
| Special requirements | Able to take leave outside key dates in the annual cycle.  Willingness to travel between the University’s campuses.  To comply with the Home Office Sponsor Guidance, this post is available only to UK and EU nationals.  The successful candidate will need to be given clearance by the Home Office to handle Biometric Residence Permits. |  | Application and interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |