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| Last updated: | 25 April 2017 |

**JOB DESCRIPTION**

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| Post title: | **Student Visa and Immigration Advisor** | | |
| School/Department: | Global Recruitment and Admissions (Admissions and VISAS) | | |
| Faculty: | Professional Services |  |  |
| Career pathway: | Management, Specialist and Administrative (MSA) | Level: | 3 |
| Posts responsible to: | Team Leader: Visa and Immigration Student Advice Service (MSA 4) | | |
| Posts responsible for: | N/A | | |
| Post base: | Office-based | | |

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| Job purpose |
| * To implement the University’s student visa compliance policies and procedures, including the briefing of various stakeholders and the development of timely and high quality supporting materials; * To deliver in depth/specialist immigration advice to applicants and students; * Working with other services and the faculties, to plan and implement effective processes and events relating to immigration document checking and retention for students; * To deputise for the Team Leader as and when required. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To implement the University’s student visa compliance policies and procedures and to work with the Team Leader and other Student Visa and Immigration Advisors in the continual review of these based on changing legislative demands, feedback from customers, etc. To provide briefings to the full range on internal stakeholders on visa compliance policies and procedures. To develop timely and high quality supporting materials to aid stakeholders in their understanding of the visa compliance policies and procedures. | 35 |
|  | To deliver specialist immigration and visa instruction, guidance or advice to applicants, students and their supporters in line with appropriate national standards, codes of practice and legislation. To maintain current knowledge of the relevant legislation and associated guidance. | 30 |
|  | Working closely with other professional services and with the faculties, to take responsibility for the planning and implementation of effective and efficient processes and events relating to the checking and retention of immigration documentation for students | 10 |
|  | In collaboration with the Team Leader and the other Student Visa and Immigration Advisors, plan for the visa submission workshops and the associated programme of support leading up to the workshops. | 15 |
|  | To deputise for the Team Leader as and when required. Any other duties as allocated by the line manager following consultation with the post holder. | 10 |

| Internal and external relationships |
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| Internal   * Applicants and students * Staff within the Student and Academic Administration workstream * Academic and other Faculty-based staff * Other Professional Services   External   * SUSU (the Students’ Union) * Professional, statutory and regulatory bodies (eg. Home Office, UKCISA, Hampshire Constabulary) * Individuals representing applicants or students * Members of the public |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge & experience | Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training.  Good general knowledge of the Higher Education sector.  Current knowledge of the UK’s immigration regulations with particular emphasis on those impacting students within Higher Education. | Experience of working with customers in an advisor capacity.  Experience of developing and publishing online resources.  Experience of extracting, manipulating, and analysing data. | Application  Interview |
| Planning & organising | Ability to maintain clear and accurate records.  Effective planning and organisation of one’s own work and that of a team’s, working under pressure and with competing deadlines.  Experience in meeting long, medium and short-term goals.  Active participation in the planning and development of the service.  Previous experience of project support or event management. |  | Application  Interview  Presentation |
| Problem solving & initiative | Ability to develop an understanding of complex problems and to apply own knowledge and decision-making to solve them.  Ability to think creatively when attempting to solve an administrative problem but with recognition of when to refer to a colleague or manager.  Experience of working with changing legislation, compliance obligations or policies.  Respond proactively to events in order to achieve goals.  Ability to empathise with one’s customers whilst also being able to impart unwelcome news. |  | Application  Interview  Presentation |
| Management & teamwork | Ability to work as part of team whilst also positively influencing the work and direction of the team.  Ability to contribute to the maintenance of a positive working ethos within the team, encouraging teamwork, mutual support and continuous improvement. | Experience of supervising and motivating staff. | Application  Interview  Presentation |
| Communicating & influencing | Ability to communicate effectively and persuasively with the full range of staff, customers and other stakeholders.  Ability to elicit information in order to identify specific customer needs and proactively to offer advice and guidance.  Evidence of good networking and collaboration skills including the maintenance of mutually beneficial partnerships with a range of colleagues.  Ability to prepare and deliver succinct and accurate presentations and written reports in order to influence the full range of stakeholders.  Ability to engage staff through regular and effective communication including providing clarity relating to changing work priorities and/or service expectations. |  | Application  Interview  Presentation |
| Other skills & behaviours | Appreciation of cultural diversity.  Ability to evaluate the impact of service provision systematically.  Competent user of Microsoft Office packages and experience of using complex databases.  Ability to reflect on one’s own performance.  A keen eye for detail. |  | Application  Interview |
| Special requirements | Willingness to travel between the University’s campuses.  Ability to work flexibly including early evenings and occasional weekends (at specific peak times for the service). |  | Application  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: |  |  |  |
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| 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 |  |  |  |