

**Job Description**

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| **Faculty/Department:** | **Academic Services** |
| **Job Title:** | **International Student Compliance Assistant** |
| **Department/Subject:** | **Student Compliance Services** |
| **Salary:** | **Grade 5, £26,038 - £28,869 with NEST pension benefits** |
| **Hours of work:** | **Full time, 35 hours per week** |
| **Number of positions:** | **1** |
| **Contract:** | **This is a fixed term position until January 2026** |
| **Location:** | **The post-holder may be required to work across University sites as required** |

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| **Introduction** | To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology. |
| **Background information**  | The University’s Student Life will provide high quality professional services to students, staff and external stakeholders. Student Life will enable and deliver, where appropriate, institution wide change, affecting improvements in key strategic areas to enhance the Swansea student experience.  |
| **Main Purpose of Post** | We are looking for an enthusiastic and proactive International Student Compliance Assistant to provide comprehensive administrative support for busy and dynamic Student Compliance Services team within Academic Services. We are seeking a self-motivated individual with a proven track record of working effectively within a team, balancing multiple priorities and demonstrating initiative. The post holder will be an experienced and efficient administrator, with exceptional attention to detail and organisational skills. You will also have excellent customer service skills, with the ability to communicate clearly across cultures. Main Duties 1. Assist and support Student Compliance Services with duties to ensure continuity of service and robustness of data as required;
2. Assist with the enrolment process for International students and proactively contact students regarding non enrolment;
3. Responsibility for ensuring any missing or inaccurate personal information on International student record files is rectified. Send regular reminders to Student Route/Tier 4 students of the UKVI requirement that they must maintain up to date contact details on their student record and follow up on cases where this information is not forthcoming;
4. Ensure that all immigration and related documents are appropriately recorded, in support of the production of the student file;
5. Conduct periodic internal audits of Student Route/Tier 4 records post main enrolment periods, to include a check of all immigration documentation;
6. In conjunction with International@campuslife, track in year visa applications and obtain proof of application and eventual new visa documentation to give a full immigration history for each student;
7. Assist with monitoring visa expiry and passport expiry dates and chase students for new documents to be brought in and added to the student record system in a timely manner;
8. Assist with obtaining exit data, recording on SITS and liaising with the Student Compliance Officer (Reporting) for reporting to UKVI where necessary;
9. Obtain, record and track non-Tier 4/Student Route international immigration documentation;
10. Assist with BRP issuing.
11. Assist with CAS issuing by collating documents and responding to queries related to CAS issuance for continuing students.
12. Assist with producing training materials and keeping communications up to date (website, standard emails, print material);
13. Maintain up to date knowledge of the UKVI compliance requirements and an overview of the Student/Route Tier 4 student category of the Points Based Immigration System (PBIS). Keep an up to date knowledge of all issues, attending training and information days as required in relation to UKVI compliance. Maintain an awareness of key external organisations, for example: UKVI, UKCISA, ICN, FCO etc.;
14. To work and liaise closely with the University Immigration Compliance Unit in the Vice-Chancellor’s Office to help ensure optimal and co-ordinated approaches to meeting the University’s immigration-related requirements;
15. To engage in training and CPD to ensure that an up to date knowledge of policy and legislation in this area of work is maintained.
16. Provide cover for the other team members where needed (annual leave, absence)
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| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies
2. To promote equality and diversity in working practices and to maintain positive working relationships.
3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture.
4. Any other duties as directed by the Head of Faculty / Department or their nominated representative expected within the grade definition.
5. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy.
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| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. **We are Professional**We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality**We Work Together**         We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.**We Care**We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:****Values:*** Demonstrable evidence of taking pride in delivering professional services and solutions
* Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers
* Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience

**Qualification:*** Qualified to A-level or have appropriate applicable professional experience.

**Experience:*** Experience of data entry and retrieval activities on a large database, preferably SITS.
* Experience of managing a varied workload

**Knowledge and Skills:*** Knowledge of Immigration Rules and Regulations pertaining to the sponsorship of students.
* Excellent IT skills, for example Microsoft Office packages, with knowledge of Excel and Access
* Ability to understand data integrity, retrieval and manipulation
* Ability to work methodically and to develop and follow set processes and procedures accurately
* Ability to understand and respond quickly to changes in legislation, regulations and procedures
* Demonstrate excellent oral and written communication skills
* Demonstrable organisational and planning skills
* Demonstrate the ability to work well within a team as well as to take individual responsibility.
* Demonstrate accuracy and attentiveness to detail

**Welsh Language:** *(Delete as applicable)*Level 1 – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role)*e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.*For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/).**Desirable Criteria:*** The ability to communicate in Welsh.
* Experience of working in UK Higher Education.
* Experience of advising on UKVI sponsorship duties.
* Experience of using the Home Office Sponsor Management System
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| **Additional Information** | Informal enquiries:Informal enquiries are welcome and should be addressed to Steven Evans by email to steven.m.evans@swansea.ac.uk.  |

  